

Visualfiles® Case Management



“I shouldn't have to spend hours doing the mundane and repetitive”

I get my kicks from making a positive difference to people's lives and by making a serious financial contribution to the business. To do that I need to be free to work in the most efficient way possible.

My time is too valuable to be spent on mundane tasks. I need to be able to concentrate on the complex issues and provide my clients with an excellent service.

I need a case management system which will automate repetitive processes and yet be flexible enough to enable me to respond quickly to changes in organisational and client needs. It could also ensure that regulatory and compliance issues are managed for me giving me more time to provide the service that I want to.

Visualfiles is the ultimate case management solution, developed by LexisNexis Visualfiles, the UK's market leader in case and matter management systems for the legal and related professions.

**more effective more profitable
case management system**

LexisNexis Visualfiles has developed a range of predefined templates to cover most core case management functions and which can be easily tailored to suit the precise needs of each organisation.

For more information call **0113 226 2000** or e-mail salesinfo@lexisnexis.co.uk

SOLUTIONS FOR KNOWLEDGE-DRIVEN PROFESSIONALS

Client Development

Research & Knowledge
Solutions

Practice & Productivity
Management

Risk & Compliance



LexisNexis®

Visualfiles has been specifically designed to enable you to:

Add case plans as and when required

Every case or process starts with the same management application which resides in Microsoft Outlook (optional) and includes core integration, client inception plus the client and case database. Depending on the selected work type, case plans can be automatically added (for example claimant and defendant litigation, ULR, complaints management, debt recovery, rehabilitation and so on). A case plan is a collection of extra database descriptions, documents, forms and process rules. A matter can have many case plans added to it.

Integrate your systems

The integration suite of Visualfiles enables organisations to integrate many independent applications such as e-mail, scanning, document management, CRM, finance and other applications providing a single point of access. This delivers improved file visibility and control, ideal for organisations who wish to bring together their 'best of breed' applications into a single cohesive system.

Create and maintain the system you want

Through easy-to-use development tools, Visualfiles empowers users to build, develop and maintain a process driven workflow environment that will support virtually any process or procedure, ensuring compliance with internal and external standards and reducing costly errors.

Automate your processes

Sophisticated workflow tools allow even complex procedures to be completely automated, including document and e-mail assembly and application to application communication with clients and third parties. Failsafe checks and alerts ensure that important tasks or deadlines are not overlooked and allow supervisors to monitor and control workflow across their teams.

Manage your document assembly effectively

Powerful document assembly tools enable the automatic compilation of complex documents, e-mails and faxes from case information and user prompts. Document printing

is managed through a document post tray which also provides a document review process for important letters and documents.

Easily store and retrieve your documents and e-mails

The e-mail and document management capabilities of Visualfiles automate the storage of e-mails and documents whether internally generated, received on paper or electronically, ensuring easy and secure retrieval by all members of an organisation associated with that file. Document versioning, a document 'briefcase' and document indexing combine to provide a sophisticated document management system, however for those with very complex needs, integration with market leading document management applications is also available.

Use data analysis to your advantage

Visualfiles allows the on-going capture of knowledge without user intervention during the everyday management of files and processes. This knowledge can be transferred in real-time to a data warehouse (or even warehouses) providing the optimum in key data and performance analysis, for both internal and external management.

Promote e-business

Visualfiles facilitates the creation of e-commerce solutions either through browser based extranet interfaces or via easily programmable interfaces enabling direct communication to both internal and external 'clients' or between application systems across organisations utilising every option from fixed length file to web services.

Ensure guaranteed service quality

You need to guarantee consistently high service standards throughout the organisation. Visualfiles ensures that critical/key dates are not missed and that users are adhering to common processes across the organisation, reducing the risk of costly errors.

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