Logical File Management

SC@MS
Solicitors Case Management Systems

files

files provides an easy to use system for instant retrieval of information on a file

files offers a logical progression in the management of all matters; replicating and simplifying the processes of your paper file

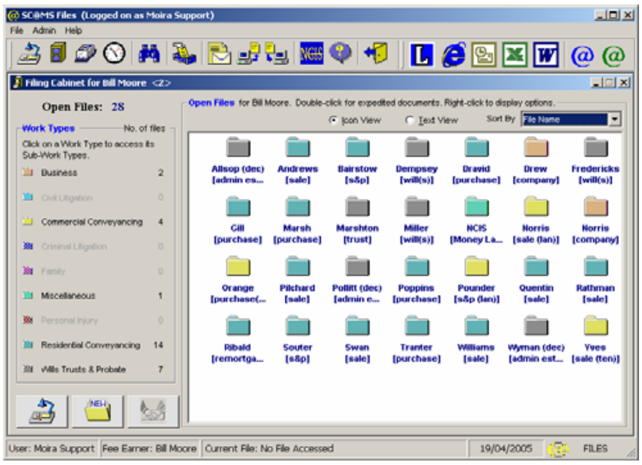
files offers a pre-populated database of key fields to reduce repetitive administrative functions

Created by Solicitors for Solicitors

Replicating your paper file, *files* organizes your workload in your filing cabinet...

Filing Cabinet

This simple window offers a comprehensive view of all open files for the chosen fee earner

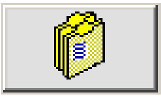


For clarity, each file is individually named, colour-coded and sub-divided into different work types

A quick drop down menu enables flexible viewing by file name, number, work type, sub work type etc.

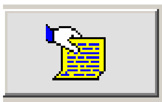
From here you can choose to create a new file, close an existing file or view details for an ongoing matter

By simply right clicking you choose where to go :

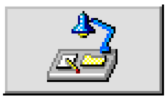


"Overview" (i.e.– the past). For reviewing details specific to the matter such as client or costs details with a comprehensive list of all work done

"Document Index" (i.e.– the present). Here you can access relevant templates to create any number of automated letters and documents at the click of a button



"Work To Do" (i.e.– the future). Allowing you to manage and complete all your outstanding tasks



Fee Earners Desk

Run your work from the fee earner's desk, where your tasks and reminders are chronologically listed for the day

The software will differentiate tasks by highlighting any overdue tasks in red, or those diarised for the current day will show in green

"Drill down" to the type of task you wish to view via the drop down menu. View future tasks by simply clicking on the relevant icon.

Highlight a task to add, amend, delete or "Action Now" at the click of a button

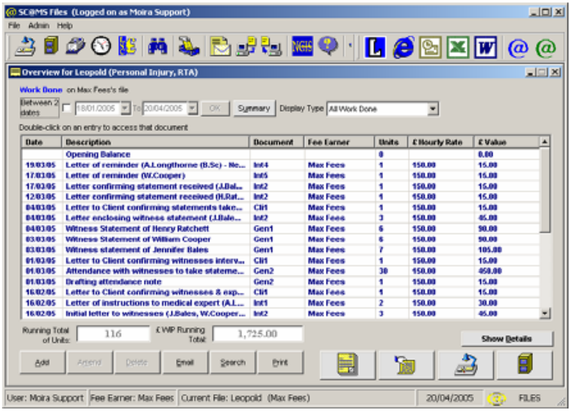
Alternatively, right click on any entry to access the file's **"Overview", "Documents Index"** or **"Work to Do"…**

Overview – Work Done

The Overview window in ***files*** provides a snapshot of all work completed on a matter, with details and running totals of the time spent plus the Work In Progress clearly displayed

A chronological list shows units of time and values allocated to each item with a simple description of each

Should a letter or document be attached to an item, simply double click to view or amend. Or use the Browse facility to view multiple documents at the click of a button.



Attach scanned documents and emails (incoming & outgoing) easily. Print historic documents. Send multiple emails at the press of a button.

Overview Details

The ***files*** Overview window allows quick access for viewing or updating all details inputted into the file

Simply click onto the relevant user-friendly icon for more information about the File, Client, Other Side, Interested Parties, Costs, Bills, Disbursements, Ledger plus other useful details to take you instantly to the information you need

File Details

Date Conflict of Interest Checked - mandatory when creating a new file

Date File Opened – inserted automatically when the file is created

File Name – choose whether the file name is that of a person or business to link to the client details, helping to speed up a contact search from the address book

File Number –automatically or manually inputted

Practice and Fee Earner Details – automatically inserted when the file is created

Source of Business – selected from a fully customisable drop down menu

Work Type and Sub Work Type - selected from your customised list of areas of practice

File Details

File Reviews – a snapshot of the date of the last and next file review. A view/add/amend button gives an overview of the history of File Reviews for the file. Reminders of this date are automatically created in the file's **"Work to Do"**

Risk Assessment - view the date when the last risk assessment for the file was carried out. A view/ add/amend button gives an overview of the Risk Assessment history. Reminders of this date are automatically created in the file's **"Work to Do"**

Key Dates and Undertakings Given – set unlimited key dates/undertakings given and provide helpful descriptions as to why, with a record of the dates discharged. Periodic reminders of key dates are automatically created in the file's **"Work to Do"**. Undertakings are automatically logged in **"Work Done"**

Client Details

An unlimited number of clients, both individuals and businesses can be allocated to a file

Automatic Contact Details – an automatic contact search against the name and 1st line of address is carried out when the file is created. If a match is found the name, address, telephone and fax numbers and email address are imported into the file.

For a business the DX number, registered office, and website address, are also imported as appropriate. For new contacts, an address book entry will automatically be created for future use

Additional Contact Details – for a personal client the Date of Birth and N.I. number is shown. For a business you can enter their reference if applicable

Matter Description – a free text box allows a detailed description of the matter if required

Funding Status – a drop down list of funding types relevant to the work type will be offered when a file is created

Other Details – a separate screen for the practice to default up to nineteen specific information gathering boxes should it be necessary, such as identification details for the client

Other Names- for personal clients this area provides extra information for a Spouse/Cohabitee, Next/Litigation Friend and Maiden/Previous Names

Deeds/Wills/ Securities/Powers of Attorney – unlimited numbers can be registered with a record of the date first stored, description and storage location. These details are included in the address book entry details when a new file is created

Notes

An area for additional notes for the file is contained here if required. The title will be highlighted in red should it contain an active note

Other Side Interested Parties

Automatic Contact Details – as with the client's details, an automatic search against the name and 1st line of address is completed when contacts in either window are added to the file.

If a match is found the name, address, telephone and fax numbers and email address are imported into the file.

For a business, the file also imports the DX number, registered office and website address.

For new contacts, an address book entry will automatically be created for future use and marked "other side" or "interested party"

Matter Description – a free text box in each window for a detailed description of the matter if required

Other Details – as with the client's details, separate screens are provided for the practice to default up to nineteen specific information gathering boxes if required

CLS CDS

If the matter is marked as CLS or CDS funded, your file will automatically generate an additional CLS or CDS window to record all the relevant information required for automation of documents

Monthly "SPAN" contract reports to the LSC can also be automatically generated using our complementary ***reports*** module

See additional LEGAL AID fact sheet for specific features INCLUDED in our software packages

Your Word and Excel Documents

A perfect place to store any ongoing documents for a file, such as a Client Care Checklist, tailored to the standards of your practice

Costs

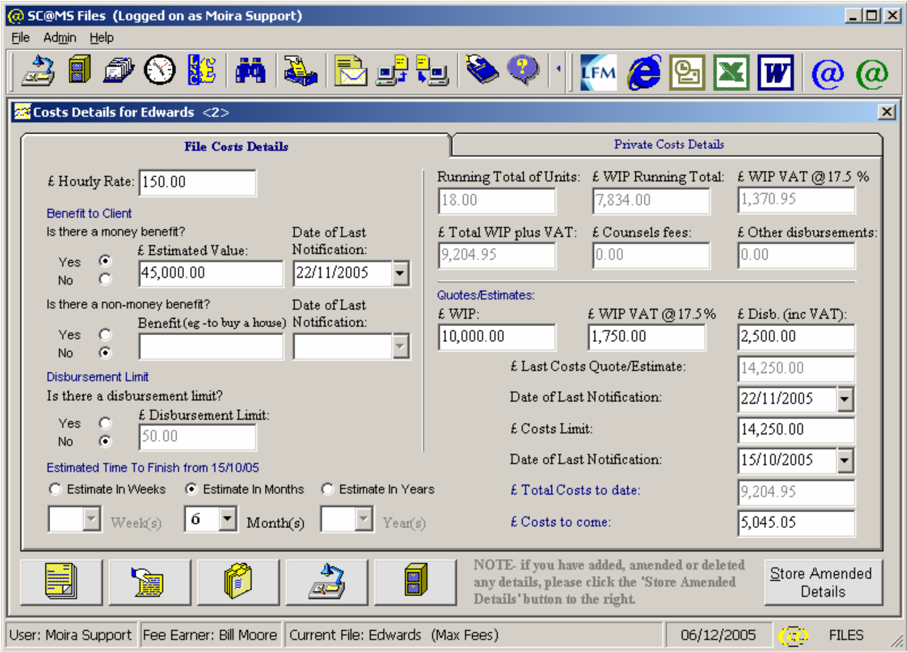
File Costs Details:

Hourly Rate – when creating a new file the hourly rate will be set to the fee earner's default rate, however, this can be adjusted if required

Benefit to Client – set a monetary and/or non-monetary benefit to the client with an estimated value if appropriate. The software also shows the date of last notification to the client

Disbursement Limit – set a disbursement limit for the file if appropriate. A warning is then activated automatically when the disbursement limit is reached

Estimated Time to Finish – set when the file is opened. An automatic reminder will be activated if the file is still open by this date



Running Totals –
a concise snapshot of costs to date, broken down into six minute units, WIP, VAT, counsel fees and other disbursements

Total Costs to Date –
a snapshot of the costs against your estimate/quote and dates of last notification to the client, with an automatic calculation of costs to come. An automatic warning is activated before the estimate/quote is reached

Private Client Costs Details:

The software separates types of costs (WIP, counsel fees, travel, waiting, disbursements etc) into Private/Fixed Costs, Private + Value Element, or CFA, depending on the funding arrangement with the client

Bills

A complete list of all the bills generated on the file together with a history of Work in Progress, billed and unbilled, paid and unpaid

A WIP limit, if appropriate, is also clearly shown with automatic reminders and bill generation when the WIP limit is reached

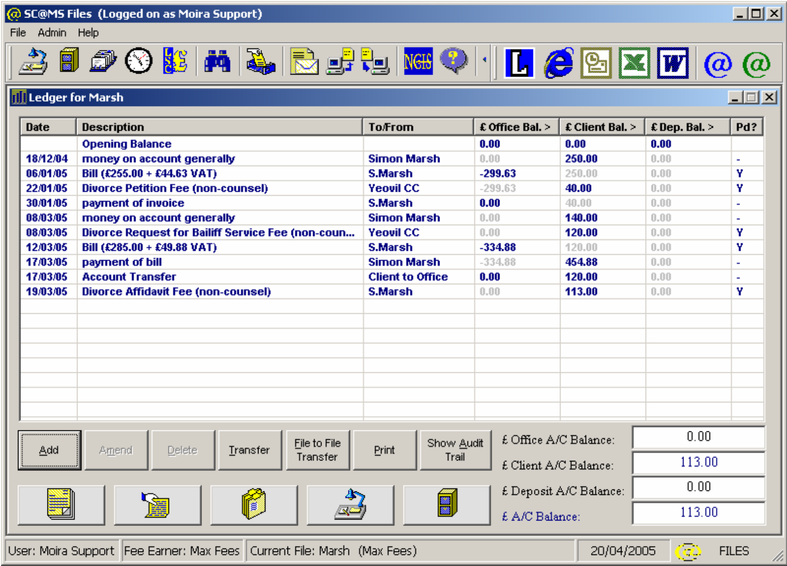
Disbursements

A complete schedule of relevant disbursements for the file, billed and unbilled, paid and unpaid by the client. The window also records separately any disbursements awaiting payment to the third party.

Add, amend, or mark as paid any disbursements from this window

Ledger

A concise account showing the ledger history for the file clearly identifying the three relevant accounts associated with the file – Client, Office and Deposit



See what has been paid or unpaid, add a bill, credit note or write off charges to any of these accounts

Transfer funds between accounts, or alternatively undertake a quick and easy file to file transfer where appropriate

A full audit trail can be viewed from here at the press of a button

Documents Index

A library of all relevant letters and documents for the practice for easy retrieval, categorised in logical folders such as "Letters to Client", "Letter to Other Side", "Letters to the LSC" and "Documents"

Templates will be personalised to fit in with your practice's style and letterhead

A practice can add, amend or delete letters and documents from the Set-Up menu as appropriate to create a comprehensive library of templates for use on any file

When a letter or document is generated, all relevant data, such as contact fields and the date, is automatically inputted

Additionally, any forms from external software can be generated quickly making full use of all appropriate data in the system and storing the document in a file

Any areas to personalise will be highlighted in blue using macros to add or remove relevant text quickly and easily

The system will prompt you to save and/or print the letter or document

Where appropriate, letters and documents can be linked together. The system will prompt and guide you to complete all relevant documentation, for example, the rendering of a bill will also produce a cover letter to the client etc.

You can choose to fax, post/DX or email the document and the software will guide you to a fax header or automated email message, whichever is appropriate

On saving, the system will automatically prompt you to time record the letter, document or attendance whilst creating an automatic entry and storing a copy of the document in your **"Work Done"** table in the file's "**Overview**"

The time is then allocated to the file immediately and the costs updated automatically

Examples of Letters and Documents:

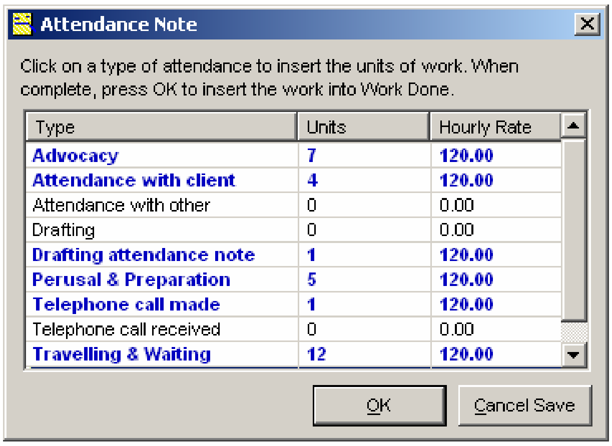
Attendance Note

One simple document to cover any type and any number of attendances:

Complete the document by entering the date and manual description of the attendance

Save the document and the system will generate a "pop-up" table where you can record all the time by clicking on the relevant types of attendance

Allocate the number of units to each type of attendance. Press save



The software will insert into the document a simple table showing a clear breakdown of the time in attendance

All the time will be recorded automatically in your **"Work Done"** table in the file's "**Overview"** showing the relevant allocation of units and costs and storing a copy of the attendance note created

Bill Generation

When the costs limit to a file is approaching, an automatic warning will be generated in your desk task/reminders and the "**Work to Do"** window of the file

"Action Now" and the system will automatically generate a cover letter to the client to enclose with the bill

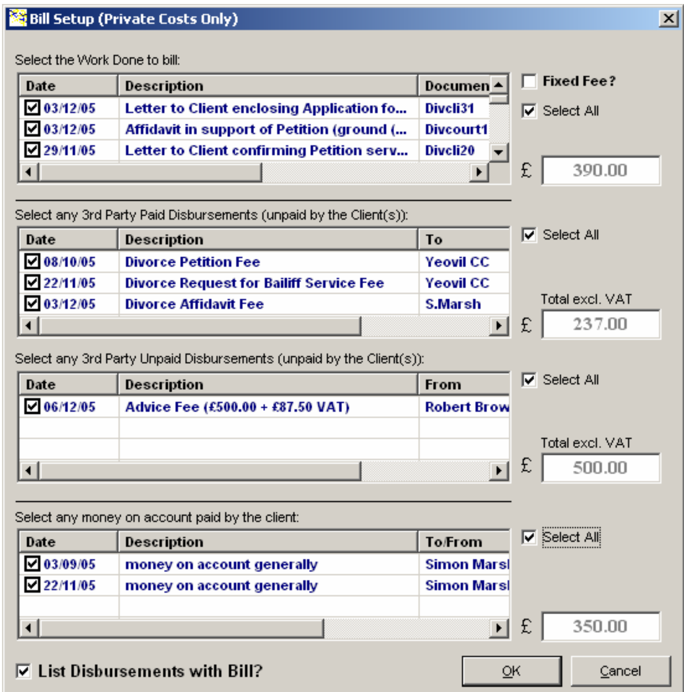
Alternatively you can manually generate a bill at any time from the Documents Index, including the cover letter

On saving the letter, the software will prompt you to record the time for the letter, create an automatic entry in your **"Work Done"** table in the file's **Overview"** and print a top and file copy, whilst storing a copy of the letter

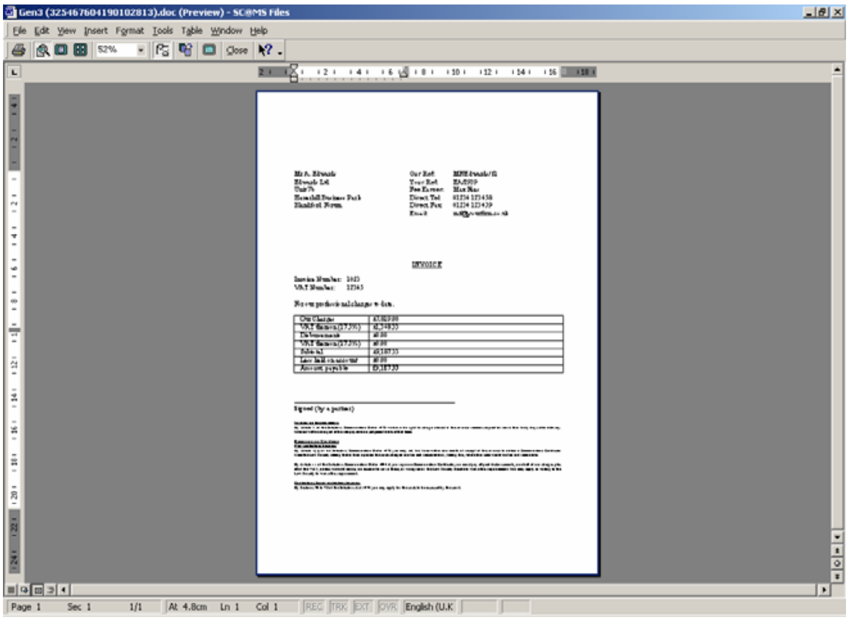
The linked document button will be highlighted; click on this to generate the bill

When choosing to generate a bill, the system will, if required, transport you to the "bill set up", a simple "pop-up" window designed for you to select your Charges, any Disbursements and a record of any Money on Account for the client

Simply tick the relevant boxes you wish to include in the bill, or simply click the " Select All" button if relevant and press OK



Bill Generation Cont:



The system will generate a bill to the client with a breakdown of charges and disbursements with the total and any VAT calculated automatically

Should any "money on account" be included, the value will be recorded and automatically deducted to give the Total Amount Payable

If required, the next available invoice number will be system generated when the document is saved

The system will also ask you if you have billed any travel. If so, a new ledger entry window will appear for you to record the mileage value

The software will prompt you to save and print in the same manner as generating the cover letter. Upon saving, the software will automatically store a copy of the bill in your **"Work Done"** table and update the ledger and bills windows for the file

Completion Statement

For conveyancing matters, this document leads on from creating a bill. After saving the bill, the linked document button will again be highlighted. Click on the linked document button to generate the completion statement

The system will guide you to the completion statement setup "pop-up" window, applicable to a sale or a purchase or a sale and purchase. Similar to the bill, you may select your charges and disbursements and where appropriate a record of any money received

Simply tick the boxes you wish to include, or the " Select All" button if relevant and press OK. The system will automatically create a completion statement to the client

The fees, disbursements and VAT are automatically inserted and totalled, leaving an automatic calculation of the Total Amount Required To Complete or Due to the Client, as appropriate

When the document is saved the software will prompt you to time record, save and print in the same manner as before

***files* also offers additional conveyancing benefits such as linking to the Inland Revenue website to generate and automatically import relevant data fields into their SDLT forms**

Address Book

A comprehensive database of all your practice's contacts for clients, those on the other side and others, including LSC offices and experts

An unlimited number of contacts can be added to the Address Book

A drop down menu enables you to search by categories, or alternatively use the search facility and the database will highlight all available matches

All Address Book entries are automatically searched against when a new file is created to eliminate duplication of entry or a conflict of interest. Each Address Book entry also clearly shows a contact's "latest status"

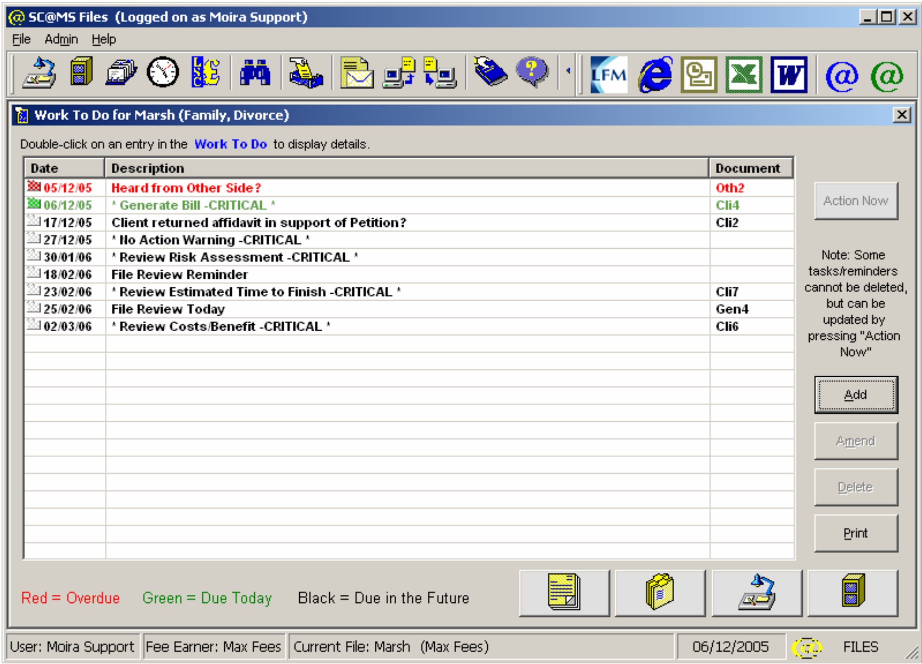
To eliminate any risk to the practice, an Address Book entry cannot be deleted if it is associated in any way with an open file

Work To Do

A file's **"Work to Do"** screen gives the user a quick overview of all outstanding tasks to complete in a simple chronological breakdown

The software will differentiate tasks by highlighting any overdue tasks in red, and those tasks for the current day will be in green

The software will generate a host of automatic tasks and reminders as chosen by the practice or fee earner, such as timely client care reminders, inactivity, key date and risk management warnings and file review tasks



There are also reminders to generate a bill or apply for extensions when costs limits are approaching

If the task is linked to a letter or document for creation, simply "Action Now". The system will guide you through the steps you need to take and create the assigned document at the click of a button

Once the task has been completed a record and the letter or document will be stored automatically in the **"Work Done"** screen. Simply schedule your next task for the future, with a link to the relevant document where appropriate

Click on the task to amend or delete as appropriate

Multiple **"Work to Do"** entries can be scheduled quickly and easily with advance notifications to suit your requirements, an ideal function when recording court directions etc.

Time Recording

The recording of time throughout the life of a matter file gives an accurate and complete account of your Work in Progress. Time is recorded in "real time" and the Work in Progress for the file updated immediately

Time Recording can be performed and viewed in a variety of ways:

- Activate the time recording clock from the top toolbar, regardless of which window you are accessing
- Unlimited number of clocks can be activated, paused and subsequently saved to any file, regardless of which file you are in
- Automatic time recording prompt after every letter or document is produced and saved. Simply allocate the relevant number of units against the letter or document
- Manual time recording from the **"Work Done"** in the file's **"Overview"**. Simply choose the relevant activity from the drop down list and allocate the relevant number of six minute units
- For Legal Aid matters choose the relevant activity and time will be automatically recorded at the correct rate
- Access the **"Work Done"** record for the file, with a complete breakdown and running totals of all Work in Progress
- On-screen daily timesheets, which record real time activity for each fee earner with pinpoint accuracy
- Separate costs, disbursements, bills and ledger windows for each file for instant access to a comprehensive cost history

Managing Emails

In the same way that letters and documents can be stored in and reviewed from the **"Work Done"** screen, a historical trail of emails including any attached documents or images, both received and sent, can be recorded to a file enabling the whole process of email management in and out becomes far more effective and time-saving

Scanned Documents

files also allows for scanned documents such as incoming post to be stored within the "**Work Done"** window of a file in the same manner as any letter or document

Digital Dictation

files will also integrate with external digital dictation or voice recognition software to complete a centralised system of file management for a practice

Files Notes

A gateway to your internal rules and guidance relating to The Law Society's Lexcel accreditation scheme, Legal Aid, Money Laundering and General Practice & Procedure. Complete with links to the latest criteria

To reflect your practice's professional obligations and standards your *files* software can be customised "behind the scenes" as part of your installation process

The personalisation of *files* is included in your installation fee. Below are just a few examples of the many set up features in to increase a practice's productivity

Examples of automated warnings:

- no action warnings
- estimated time to finish
- file review reminders
- key dates warnings
- generate bills
- approaching costs limits
- carry out ongoing risk assessments at appropriate intervals

Set-up features for document creation & time recording:

- customise letters and documents with your own style and layout
- add or amend templates such as letters, documents and fax sheets to fit in with your own practice's workflows
- set default disclaimers for emails and faxes to reflect your practice's standards
- default personal details such as phone, fax and email details

Setup features for simple but effective risk management:

- automatic notifications to fee earners & supervisors when costs and disbursements limits are reached
- automatic notifications to fee earners & supervisors when key date or file review reminders are activated
- automatic warnings to accounts personnel to prevent the client account from being placed in debit or the office account in credit
- limit the number of open files for a fee earner to manage their workload
- transfer files to another fee earner if necessary
- Flexible categories of risk customised to your practice
- Mandatory concluding risk assessment when closing the file

Client care and money laundering obligations:

- Set mandatory tasks when a new file is created, such as the generation of a Client ID form and your Client Care letter/ Terms of Business
- Prompts to consider money laundering each time money is paid in/out of client account
- Comprehensive but uncomplicated Internal Report Form to your Money Laundering Officer
- Automation of the NCIS Disclosure Report Form if required
- Automatic storage of documents to separate money laundering file to avoid inadvertent "tipping off"
- Appropriate warnings during the NCIS notice and moratorium periods

See additional "Managing the Risk" and "Assisting Client Care" fact sheets for more information on features INCLUDED in our software packages

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