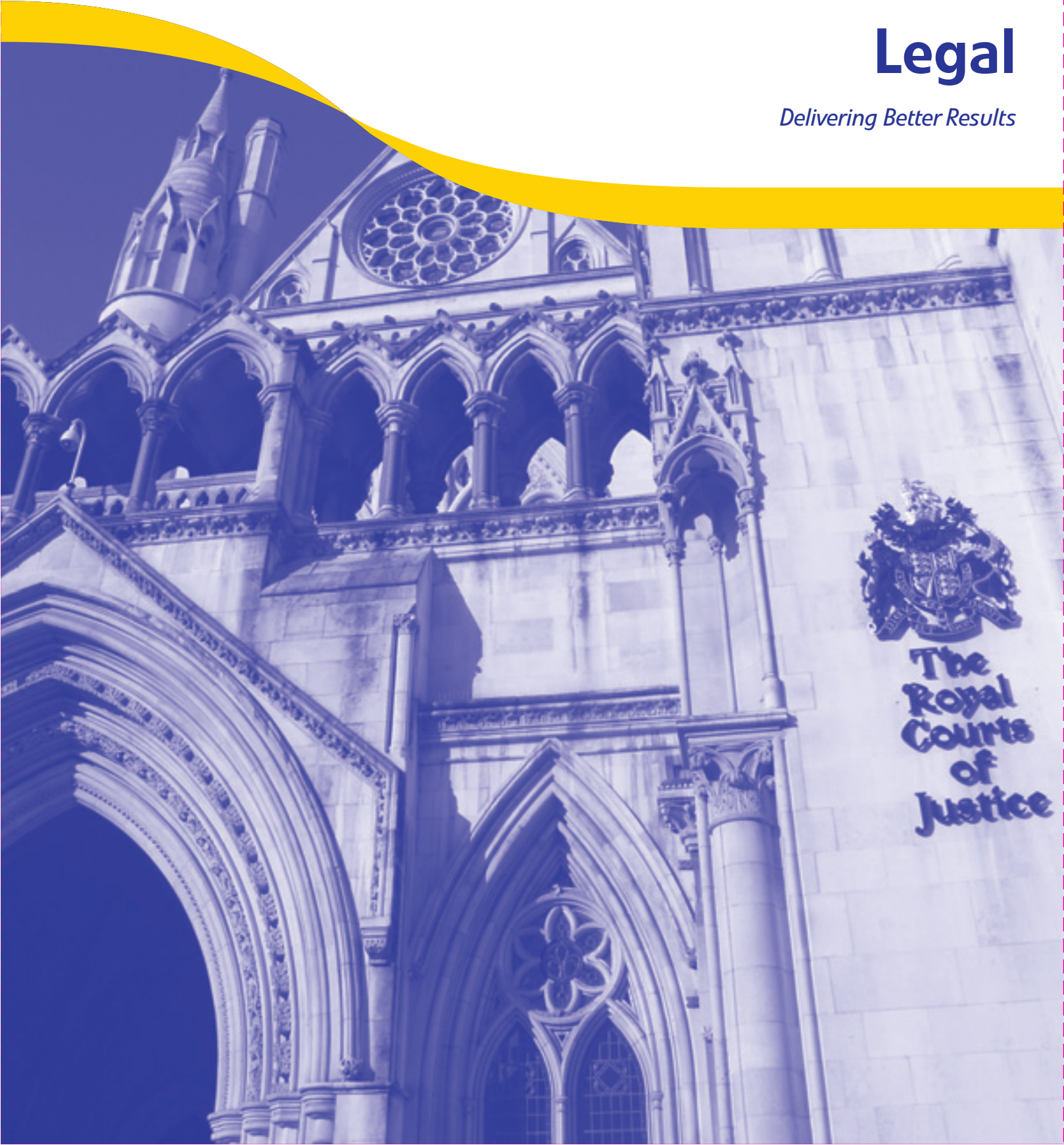


**CIVICA**

# Legal

*Delivering Better Results*



## Delivering Better Results

With an increasing focus on compliance and risk management, client expectations from modern legal services keep growing. With all clients demanding more for less, effective IT can make the difference.

Civica provides an outstanding resource by delivering software-based solutions that enable better customer services and improved performance. We blend the experience gained from working with more than 1,700 organisations across the legal services market and in the wider private and public sector, with leading process, software and integration expertise.

Using these strengths we help our customers to work better, faster and more productively:

- safeguarding their clients' interests
- saving time and money
- implementing new legislation rapidly and accurately
- improving case management and reporting
- minimising risks and errors
- increasing debt recovery rates.

## A Partner for Progress

Modern systems that are able to drive new ways of working are fundamental, but the choice of partner for these systems has to be based on their ability to deliver the best solution for the individual client.

Civica has been supplying customers in the legal sector for more than 20 years. From Scotland to Southampton, Birmingham to London, these customers range from some of the UK's largest law firms to some of the smaller local practices; and from county, city and district councils to charities and commercial organisations.

Combining practice management, change management and software skills, Civica is focused on achieving a more integrated and streamlined approach to deliver a tangible return on investment.



***"We chose Civica because its Legal solution offers us the means to meet the challenging demands of an efficient and profitable practice."***

*Alan Cunningham -  
Practice Manager, Sheltons Solicitors*

## Civica Legal

The best performing practices and departments are powered by effective software. Civica provides a proven range of software and services for integrated practice and case management. Together, these offer a complete, low risk and scalable platform, designed to support the way legal teams work. Delivered by a professional team with experience at all levels, we work alongside customers in all areas, from LEXCEL accreditation to debt recovery.

With the focus on establishing and automating streamlined processes to deliver more productive case management, increase time recording and billing accuracy, and achieve more effective information management, Civica helps customers deliver quality, value for money services that make it easier and quicker for customers to access and use legal services.

We know one size doesn't fit all requirements, which is why we are equally at ease integrating with individual or third party products as we are with providing a complete solution.

## Consulting: Designing Solutions

Civica's legal experts work alongside customers to see where they can recommend and implement change based on their business understanding, industry best practice and the customer's needs.

Services range from supporting LEXCEL accreditation to infrastructure design and management and focus on:

- Integrated practice management
- Information management
- Customer service improvement
- Risk management and profile automation
- Debt recovery improvement
- Efficiency and productivity including backlog elimination and automation of accounting and administrative tasks
- Modern infrastructure.

At Civica, we are aware of how critical project management is to any successful implementation. We pride ourselves on our approach to project management, the level of importance that it holds within the company and the experience of our qualified legal practitioners. Our approach to any new project means our being open to adopting new ways of working to ensure maximum value from your investment on an ongoing basis.

## Software: Enabling Solutions

Civica's legal suite comprises a complete business management solution:



### Integrated Practice and Case Management

Civica's integrated practice and case management system includes a library of documents and workflows linked to a central database.

Multiple operations and bulk processing can be driven from a single input, whilst shared items can be used to store any kind of information related to particular client, matter or case work. Closely managed business processes, designed to reflect your specific requirements enable users to accurately record time, minimise costs and improve staff and fee earner utilisation.



### Time Recording and Billing

Civica's time recording and billing software can operate as a standalone system or integrate seamlessly with other Civica Legal modules. The system enables users to rapidly record, control and subsequently bill time and disbursements incurred by users, as well as create custom reports. Time and activities can be captured using entries activated from the case management events, 'stop watches' or by the traditional method of entering manual time sheets. It includes a selection of standard reports which will integrate with all industry standard report generators.

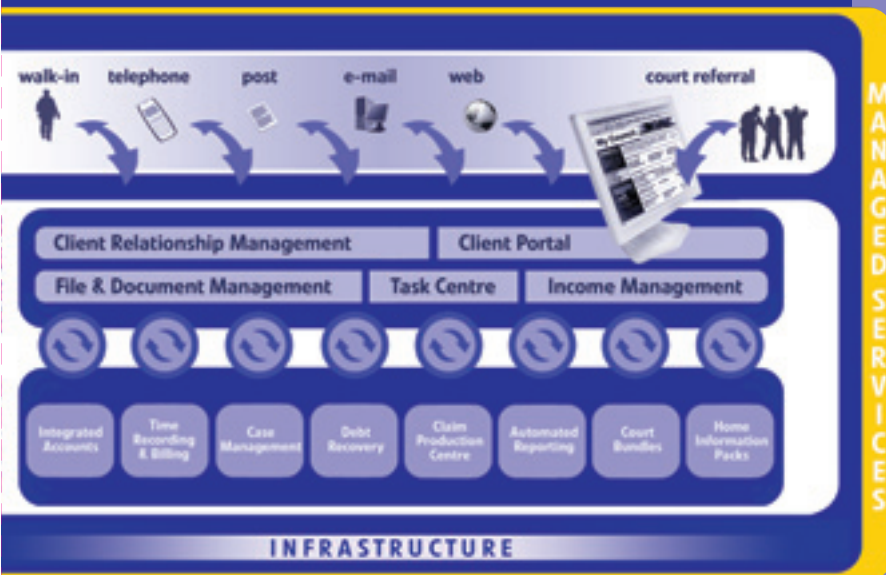


### Web Services

Civica's Extranet Portal provides your clients with secure, round-the-clock access to relevant, pre-configured information via the Internet. User-friendly and flexible, the portal can be tailored to include 'client-friendly' wording. Bespoke versions of the portal are available and are often used by existing customers as a differentiator when securing new clients.



# Civica Legal



## Managed Services: Delivering Solutions

Civica offers a proven suite of tailored managed services to ensure the capacity, performance and availability of a customer's technology assets either at our data centres or on-site. As the potential and complexity of systems increases, Civica provides the people, processes and infrastructure to sustain service levels with improved economics and greater convenience.

From the day-to-day management of IT infrastructure, replacing unpredictable costs with fixed ones, to complete voice and data integration, including home and remote working solutions. We enable customers to focus resources where they are most needed, assured of round-the-clock performance with built-in capacity and flexibility by providing:

- A single solution with improved service levels
- Resource and capacity, now and in the future
- Predictable cost base with flexible payment models
- Reduced management and support overheads
- Reporting based on business goals.



### Knowledge Management

Civica **Pathway** is a flexible and scalable solution for searching, retrieving and sharing information from unstructured data sources, 24 hours a day, 7 days a week, on- or off-site. It allows thousands of documents to be saved and their contents to be summarised for quick and easy access. Civica Pathway requires no changes to current practices, has no impact on existing systems and requires no intervention by users or any relocation of data.



### Electronic Document Management (EDM) and Workflow

Civica's powerful and adaptable Electronic Document Management (EDM) and Workflow solution is used by more than 150 organisations to streamline operations, integrating with any back-office system whether from Civica or a third party. Cases, documents and information are passed efficiently around the organisation, delivering better services together with resource, financial and time saving efficiencies from paperless working.



### Risk Management

Civica will work alongside you to design and maintain a series of manageable workflows to reflect how you work and to promote conformity and compliance. Our consultants will objectively ensure users are adhering to best practice and agreed SLAs in a timely manner. Both flexible and user friendly, Civica's toolkit will enable you to accommodate process and procedural changes in-house.



### Debt Recovery

Designed to operate as a standalone system or integrate with additional modules, Civica's debt recovery system gives you the ability to manually or automatically control and maintain debt recovery processes. The system calculates interest, fees and costs incurred throughout the process and generates all documentation, either for the plaintiff, defendant or court. The debt recovery module includes reporting on the current status of a matter together with comprehensive billing routines, which can be done in a paperless environment.



### Home Information Packs (HIPs) - Document Bundles

Produced and stored as an Adobe PDF file, our customisable document bundles let you select and merge correspondence from any case, client or matter. These can then be printed and stored. Each bundle comprises an index page, followed by the correspondence items. Existing document templates are used as the basis for generating the bundle index page. Our document bundle functionality satisfies the requirements of HIPs.



### Financial Management

Both flexible and user friendly, Civica's solicitors accounting system comprises a suite of modules that form the mainstay of the accounting function. They are fully compatible with Civica's purchase ledger, counsel fee ledger and nominal ledger and comply with the Law Society's rules - offering total financial control and generating comprehensive fee earner and management information for reduced costs and increased credit control and profitability.



### Income Management & e-Payments

Civica **Icon** is the leading solution for cash receipting, income management and e-Payments. It provides a system for managing payments from all sources across all departments, 24 hours a day. Uniquely, it provides end-to-end income processing, from electronic collection to fully automated reconciliation.

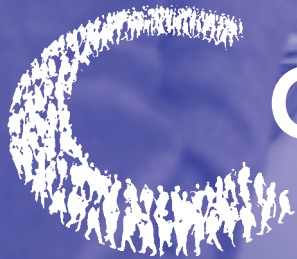


### Business Intelligence - Online Analytical Processing

Civica's **Decision Cubes** extract information centrally from core systems, providing the answers needed to make informed expert decisions.

Users receive an immediate response to queries without report generation, helping to identify performance issues, prioritise workloads and understand the time and resource requirements of specific tasks.





CIVICA

*Delivering Better Results*



## Delivering Better Results



Peterborough based Terrells Solicitors, the first in the area to achieve the respected LEXCEL practice management accreditation, uses Civica's Legal solution within its Family, Probate and Conveyancing Departments. Users benefit from re-designed workflow processes to manage day-to-day activities and automated time recording and accounts functionality.

### FRANCIS WILKS & JONES LLP

London and Birmingham based law firm, Francis Wilks and Jones, chose Civica's practice management and integrated case management modules to replace their existing PC Law system. Installed using thin client technology, the solution is used by mobile workers as well as staff across their offices. The case management module is primarily used for debt recovery, and the firm is also benefiting from an import module so they can electronically take instructions from their clients.



Sheltons, a multi-office, Nottinghamshire based practice, recently upgraded to Civica's Legal solution. Sheltons now benefit from a user-friendly, modern Windows solution, with more advanced functionality that can be integrated with industry standard products. Alan Cunningham, Practice Manager said, "We chose Civica because they have been a reliable IT supplier to our practice for more than 10 years now. Their Legal solution offers us the functionality we need to meet the challenging demands of an efficient and profitable practice."

***"I am amazed at the continued increase in recovery rates year-on-year which is down to the increased efficiencies afforded to us by Civica's Legal system."***

*Debt Recovery Supervisor, Southampton City Council*

## **Berwin Leighton Paisner**

With Microsoft Office installed as its standard desktop platform for over 900 staff, Berwin Leighton Paisner chose Civica to manage a Microsoft Enterprise Agreement and to ensure the firm was legally compliant with its use of all Microsoft desktop products. Not only did Berwin Leighton Paisner need to renew its Microsoft licensing by enrolling in the most beneficial agreement, but it needed to be able to quickly and cost-effectively source non-Microsoft boxed software products. Julie Jakings, Systems Support Manager at Berwin Leighton Paisner, said, "Civica's licensing team provided us with a one-stop shop for all our software requirements and mirrored our way of working in terms of personalised and specialist service and we thought it was a good match."





## Delivering Better Results

Civica is one of the UK's most experienced providers of consulting, software and managed services. Our people work with more than 1,700 organisations around the world, in local government, social housing, education, enforcement, legal services and healthcare, as well as a number of major commercial firms. With a 20-year history of supplying software and services in the UK, Australia, Singapore and the USA, the company blends proven methods with new ideas, providing the capability to respond to new imperatives and opportunities.

Civica's products and services are behind transactions with 25 million people and businesses. The company is committed to developing and applying expert knowledge in order to translate business needs into positive outcomes. Through in-depth experience of our markets and insight into best practice and modern technology, we seek to help customers improve their performance and achieve their objectives.

Civica is an accredited specialist solutions provider within the Catalyst procurement framework operated by OGCbuying.solutions.



**Catalist**

Choose with confidence  
use with ease

**Microsoft®**  
**GOLD CERTIFIED**

*Partner*

## Delivering Better Results



When Sprecher Grier Halberstam LLP's Financial Controller, Julie Lewis relocated to Wales and needed to work from home one

day a week, the practice required a convenient and effective home-working solution that would ensure work previously done in the office could now be done at home. A PC with broadband connections to a VPN or remote desktop enables Julie to use Civica's Legal solution in exactly the same way as an office based member of staff. Julie said, "I can still benefit from all the functionality of Civica's Legal solution, so there's nothing that cannot be done at home that previously could have only been done in the office with a little forward planning!"

### Southampton City Council

Southampton City Council's Legal Team has seen a significant increase in its debt recovery rates year-on-year, since upgrading to Civica's Legal solution. The team is now recovering 360% more debts than in previous years and benefiting from an internally paperless environment that enables the team to work more efficiently, keep up-to-date with the backlog of debts accumulated prior to the system's installation and to keep on top of new debts. Based on the success of the implementation, Southampton has extended its use of the system to include magistrates' court prosecutions and is looking to expand the system to deal with traffic orders.

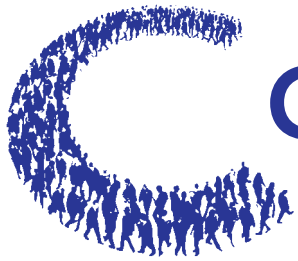
### Plymouth City Council

Plymouth City Council is one of Civica's largest local government customers, using our Legal case management, time recording and debt recovery software. Originally the authority had selected Civica for a debt recovery solution interfacing to its Civica Financials application. However, Civica later helped the customer to review its business requirements, leading to the implementation of a new case management system for 65 users.

***"Civica offered us a solution which will help to achieve best use of our resources and to improve service delivery."***

***Janet Elliot -  
Licensing Officer, Dudley Metropolitan Borough Council***





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