

Lexis® Visualfiles™ 2014 KPIs

Real-time performance insight with simple, powerful dashboards and reports



Lexis® Visualfiles™ 2014 KPIs provides a new tool for real-time views of key management information held within your Visualfiles system.

Drill-down charts and reports showing team and individual performance, client profitability and matter lifecycle offer insights you can use to drive performance improvements to increase productivity and raise customer satisfaction.

Benefits

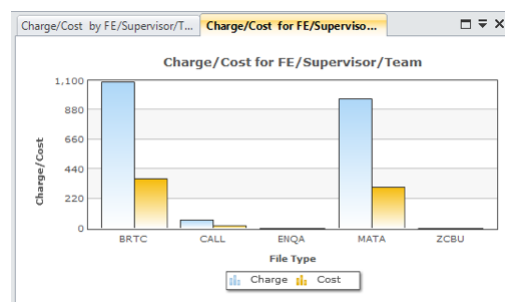
For **fee earners or case workers**, access to their own KPIs directly from their Visualfiles desktop helps them see where they are against targets, empowering them to take ownership of their own performance.

- **Easy-to-use:** See performance against targets at the click of a button, real time without waiting for reports to be generated; for example number of matters closed in a certain time frame or time a matter is open.
- **Focus efforts:** Use insights into client profitability, number of matters or matter lifecycle to help prioritise tasks.
- **Compare performance:** If permitted, see performance compared to colleagues.

- Included as a free module in Lexis Visualfiles 2014 KPIs Release (v3.1.0)
- Out-of-the-box with no additional software or coding requirements
- 14 standard dashboards, 2 headline reports with multiple options and drilldowns
- Permission-based user access
- Optimised for reporting performance

For **supervisors and team leaders**, Visualfiles offers an immediate real-time snapshot of key metrics, enabling them to spot exceptions and manage the impact of changes, such as a new marketing campaign or staff absence.

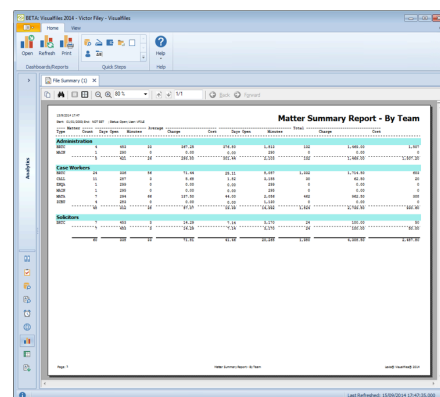
- **Save time:** See critical information at a glance without the need for support from IT or other teams.
- **React faster:** Respond more rapidly to potential issues by seeing, for example, which client activities are consuming most resources, which clients' cases are taking longer than usual or who can pick up cases in the event of staff absence.
- **Focus efforts:** Compare performance across individuals, teams or departments to prioritise tasks and balance workloads for greater productivity, using the data to support best practice.



Charge/cost by fee earner/supervisor/team drill-down

For the **management team**, Visualfiles KPIs delivers real-time analysis of business operations without any additional IT overhead or training.

- **Greater transparency:** See real-time key performance indicators across the business operation from multiple viewpoints – team, supervisor, fee earner or client.
- **Improve efficiency:** Knowing which clients and matters are profitable and how teams are performing helps to highlight the need for additional training or review of processes.
- **Plan effectively:** Greater visibility of the impact of new matters and marketing campaigns can help measure success and guide headcount planning and marketing focus.

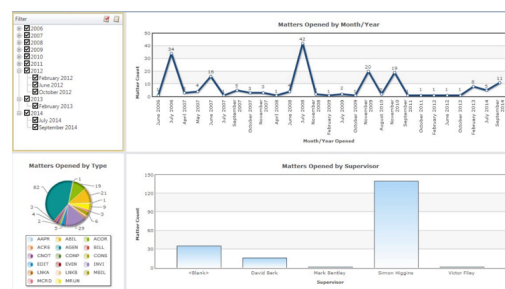


File summary by team

Standard Dashboards and Reports

Dashboards include Client Summary, File Summary, Files Opened and Time Summary plus reports on clients and files, with additional options such as:

- View by open matters, completed matters or both.
- Set date opened ranges.
- Display by fee earner, supervisor or team.



Files opened dashboard

Manage Access

Visualfiles KPIs is a user-level, permission-based suite of standard dashboards and reports that ensures only authorised Visualfiles users have access to their data.

Easy to Implement

The KPI dashboards and reports are included out-of-the box, free with an upgrade to Lexis Visualfiles 2014 KPIs Release (v3.1.0). No additional software, coding or configuration is needed.

For more information

To find out more about Lexis® Visualfiles™ 2014 KPIs and to discuss your firm's specific business requirements, please email marketing@lexisnexis.co.uk or call +44 (0) 113 226 2065 to speak to a LexisNexis Enterprise Solutions consultant.

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