

Warwickshire County Council Case Study

Company: Warwickshire County Council
Industry: Law
Product: LexisNexis® Visualfiles®

LexisNexis Client Advisor Helps Warwickshire Legal Services to Maximise Value from LexisNexis Visualfiles

Background

A LEXCEL accredited business unit, Warwickshire County Council Legal Services provides high quality and best value services to all Warwickshire County Council service directorates along with a selection of public sector customers including Warwickshire Police Authority, the Police Service, the Probation Service and the Courts Service.

Warwickshire Legal Services is divided into three core teams – Young Person’s Legal Services, Corporate Law and Community & Environment.

Christine Gardner, Improvement and Support Manager, who is leading the project to ensure best use of case and matter management system LexisNexis Visualfiles at Warwickshire Legal Services, talks to LexisNexis Enterprise Solutions about the importance of teamwork between customer and supplier to ensure successful technology implementation and adoption:

What is the business need for LexisNexis Visualfiles at Warwickshire Legal Services?

Christine Gardner: We are a large legal services unit with more than 80 staff, supporting Warwickshire County Council and a number of external organisations.

A case and matter management system is critical to our ability to deliver legal services efficiently and effectively. The key areas for the project have been to develop more process workflows to facilitate efficient/standardised working practices and to improve reporting and billing processes. We are also exploring opportunities to work in a more “paper light” way and, as part of this, to pilot electronic bundling.

We understand that Warwickshire Legal Services has been reviewing the use of LexisNexis Visualfiles. Please can you explain the reasons?

Christine Gardner: Visualfiles was originally implemented in 2005 and it has predominantly been utilised as a time recording system, rather than a case management solution. There were a number of perceived challenges with the system, which precluded full utilisation by fee earners and so we decided to conduct a detailed review to make recommendations for the best way forward. Through our LexisNexis Account Manager, we were introduced to LexisNexis’ Client Advising Services team who, led by a dedicated Client Advisor, worked closely with us through the review process to help us identify areas for improvement. It is a free of charge consultancy from LexisNexis.

What value has the LexisNexis Client Advisor delivered?

Christine Gardner: Alongside the technical aspects of Visualfiles, the Client Advisor has a broad understanding of the business issues faced by legal services in the public sector. This expertise was invaluable to us at the Project Initiation stage to enable us to develop the relevant business case and identify the resources we would need to manage and implement the project. He was also able to work with us to identify solutions to many of the barriers we faced. For example, as a technical expert, the Client Advisor



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suggested implementing a Microsoft Outlook front-end for our existing Lotus Notes email system to improve user experience and better exploit Visualfiles' functionality.

Our Client Advisor is familiar with the way we work and our business processes and hence he is able to offer ongoing advice and suggestions on how the project should progress. The ideas are then technically executed by our IT team in conjunction with technical consultancy provided by our nominated LexisNexis Project Manager.

Are there any other areas of the business where the LexisNexis Client Advisor is involved?

Christine Gardner: The Client Advisor is a member of our Case Management Project Board, which also includes representatives from Warwickshire Council such as the Head of Law and Governance, IT management and business support. This collaborative approach has facilitated a real sense of ownership and a will to make the project a success for all parties.

To help increase user adoption of Visualfiles and drive an organisation-wide cultural change in favour of technology, the Client Advisor contributes to some of our internal campaigns too. He has been invited to participate in workshops with staff members on varying issues such as moving to a 'paper-light' office and best practice use of case management.

Working in partnership with the software vendor is the most productive way of implementing technology. It enables sharing of information and knowledge that is impossible to achieve otherwise. With the active participation of our LexisNexis Client Advisor, we have jointly identified many best practice improvements, which would have been harder to do working in isolation.



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