

# 'Risk free & seamless' efficiency gains

## CASE STUDY:

**Harlow District Council's Legal Department  
Quickly Deploys Lexis Visualfiles.**

With a population of over 86,000, Harlow District Council includes 11 wards in the county of Essex, close to the Hertfordshire border. The Council is responsible for local services including housing, planning applications, environmental health, leisure and amenities, council tax collection, recycling and rubbish collection.

As part of the Public Law Partnership, the Council's legal department has been a longstanding user of the Visualfiles™ case management system, which Essex had developed to meet the varied needs of the Partnership. When the contract for Visualfiles with the Partnership was approaching renewal, Harlow Council decided it would be even more advantageous to introduce its own Visualfiles solution.

**"Without Visualfiles, we would not be able to deliver effective legal services to Harlow's population"**



Julie Galvin, Principal Solicitor at the Council, talked to LexisNexis Enterprise Solutions about the Council's decision to move to its own version of Visualfiles and how LexisNexis helped to ensure that everything went smoothly, and the Legal Department's operation wasn't interrupted.

**Why did Harlow Council want its own Visualfiles solution and what was the timeframe available to deliver it?**

Julie Galvin: We decided that there was business merit in having our own local version of Visualfiles. It would give us autonomy over the evolution of the solution and we wanted the option to fully exploit its capabilities and develop new processes in line with Harlow's way of working. There is a misperception that Visualfiles is for large organisations and very complex to implement. To the contrary, we are nine users in the legal department and were working to a very tight timeframe for implementation – literally six weeks, from start to finish.

Despite the aggressive timescale, the LexisNexis team rose to the challenge, delivered the solution in the smoothest possible manner and within the stringent budgetary constraints. The project was a tough ask of the team, but the professionalism and attention to detail that LexisNexis demonstrated was remarkable.

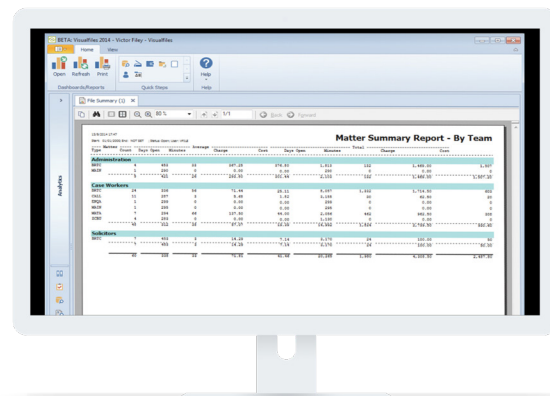
## IMPACT

**Visualfiles is the core system for case management, time recording, document creation & storage.**

**Helps manage risk & provides greater visibility & insight.**

**Enables continuous process improvement and efficiency gains.**

**Simple, risk free and seamless implementation.**



*The professionalism and attention to detail that LexisNexis demonstrated was remarkable.*

**What did the implementation involve?**

Julie Galvin: Prior to our own deployment, we had been using Visualfiles for a very long time via our Partnership with Essex. The local government solutions available in the Essex system worked perfectly for us and met all our needs. So, we tasked LexisNexis with replicating them in our environment in Harlow. This required LexisNexis to extract all our data from the Essex system, load into our Visualfiles system and eventually delete from the Essex environment.

The LexisNexis team was very thorough during the project – from visiting the Essex site to investigate and scope the project, speaking to the users to understand their requirements of the new system, crafting a meticulous approach to data discovery through to ensuring clear communications across teams.

The entire implementation was completed risk-free and seamlessly for the end users.

**How is Visualfiles used by the legal department today?**

Julie Galvin: Without Visualfiles, we would not be able to deliver effective legal services to Harlow's population in an efficient and timely manner. Our small team takes care of all the legal cases at Harlow and Visualfiles is our core system for case management, time recording, document creation and storage. Our email system is also integrated with Visualfiles. At any point, typically we have 200 open cases.

Visualfiles helps us to manage risk. It gives visibility of the throughput, resource optimisation and time taken to case closure, as examples. During unexpected lawyer absences, team members can easily pick-up cases being worked on by colleagues, as all the information is available in Visualfiles. From a regulatory standpoint too,

the system helps to adhere to the Lexcel accreditation guidelines, as well as helping with GDPR compliance for data protection and confidentiality. Where more junior staff are involved, the workflows in Visualfiles ensure that all the correct processes are automatically followed – for example, the latest templates and correct litigation are being used and so on.

**What are the department's future plans for Visualfiles?**

Julie Galvin: Thus far, we have focussed on bedding down the solution at Harlow but have exciting future plans to use Visualfiles for other areas including lease extension work, enfranchisement and electronic bundling. We will use Visualfiles to continuously improve processes for efficiency and customise the solution to our own needs, adopting LexisNexis' "Automated Intelligence" approach. The system is extremely flexible and ideal for our needs. Today, we have an excellent foundation to build on.

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## **Visualfiles.** Automate workflows, improve processes.

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