

Lexis® Visualfiles™



Lexis® Visualfiles™

Transforming business efficiency and profitability

Transforming business efficiency and profitability

With Lexis Visualfiles you can optimise almost any process in any business.

Using Visualfiles can help you save time and money, allocate resources more effectively, drive innovation, and deliver consistently high standards of client service - even when you enter new markets or business areas.

Because Visualfiles is also extremely flexible, you can keep adapting and extending your solution in line with evolving business needs.

Once you've experienced the efficiency and productivity gains of optimising one process with Visualfiles, you'll quickly identify its potential to support and enhance other processes throughout your organisation.

"The biggest benefit of Visualfiles is that it facilitates incremental business efficiency.

The developmental capability and automation within Visualfiles allow us to develop new business and quality control processes in-house. We are endlessly tweaking the system to boost efficiency gains."

Sue Brown, Managing Partner, O'Neill Patient Solicitors LLP

Time to remove the barriers

- Do your staff have to spend too much time on routine tasks and admin, rather than being able to focus on client relationships or business development?
- How easy is it to delight your customers and deliver consistently high levels of client service?
- How efficiently can people work when they're away from the office? Can they access and update information on the move?
- Have you ever missed out on business opportunities because you couldn't react quickly enough to changing market demands, or because of a lack of business-to-business system integration?
- Is there too much duplication of effort in your processes and document production? Are outcomes inconsistent?
- How easy is it to manage, evaluate and report on departmental performance?
- Have you considered process automation solutions in the past, but been put off by training requirements, over-reliance on specialised IT skills, or lack of integration with other business systems?

What drives business success?

Successful businesses run on efficient systems and processes that help to maximise productivity across the organisation. But no business stands still: markets are dynamic, new opportunities emerge, regulations evolve - and your clients always expect more.

To keep pace, your business must be able to flex and change and enable new ways of working. But if your systems and processes are disjointed, manual or hard to understand, it can be a challenge to adapt and scale them quickly enough to enable the changes you need to make.



Visualfiles is the answer

Visualfiles is a proven, trusted, market-leading solution for optimising business processes through automation to increase efficiency and productivity. It offers a scalable, feature-rich platform that will quickly deliver business value today - and can scale and adapt to help you meet tomorrow's aspirations and challenges.

Ready to use for immediate impact

Straight out of the box, Visualfiles offers:

- A familiar Microsoft Office-style user experience, with additional Microsoft Outlook or web-based interfaces, making it quick to learn and easy to use and accelerating adoption.
- A file-centric view of documents, emails, images and contacts, making it simple for users to find what they need.
- A range of pre-defined, fully functional accelerator workflows to help your business start taking advantage of process automation capabilities without delay.

Easy to extend as your business strategy evolves

Once you've got started with Visualfiles, you'll find its flexibility makes it straightforward to adapt, build and configure solutions in line with changing business needs.

Non-technical users can quickly create and modify solutions using simple business language, without always needing to involve IT specialists; while your IT teams can build more complex, sophisticated solutions using the powerful Microsoft-based software developer toolkit (SDK).



Adding value through process improvement

Visualfiles will benefit any organisation keen to improve the way it works by increasing the efficiency of its processes. For example:

- **In the legal sector**, where competition and regulations are driving the move towards automation, Visualfiles can help law firms maintain both profitability and service excellence. A proven market leader in traditional case management areas such as personal injury, debt recovery and residential conveyancing, Visualfiles is enabling transformation in all areas of law as firms recognise the benefits of process automation throughout their operations.

- **In the public sector**, where there's a constant pressure to cut costs and increase efficiency, Visualfiles has the flexibility to meet many different requirements. As well as powering a number of shared legal services within local authorities - enabling information to be shared across team boundaries, Visualfiles increases the efficiency of all manner of other processes - from dog-fouling prosecutions and tree-preservation orders, to handling complaints and Freedom of Information requests.
- **In the insurance sector**, where process automation and efficiency are essential to success, Visualfiles can handle enormous data volumes and integrate with multiple systems to support case workers and your customer needs.
- **In the corporate environment**, Visualfiles brings structure to unordered processes, while its file-centric functionality manages important document-handling workflows, delivered from familiar Microsoft Office applications with powerful document management capabilities.



Why implement Visualfiles?

More than 300 organisations around the world - including law firms, financial services providers, insurance companies, and local and central government departments - rely on Visualfiles, and it supports a population of more than 25,000 users. Organisations choose Visualfiles to...

Improve efficiency

Visualfiles comes with everything you need to enable almost any business process to run more efficiently and cost effectively.

With increased automation comes standardisation, which will help you maintain regulatory compliance and deliver a consistent quality of service. You'll also be able to use Visualfiles to gain insight into the value of your work. You'll be able to measure and report on performance, and manage service level agreements to meet or exceed client expectations.

And because Visualfiles includes tools that let your non-technical staff create and modify solutions themselves, they'll be able to respond quickly to new requirements without needing to involve IT.

Enable insightful decision-making

As well as being optimised for operational process activities, Visualfiles will underpin business decision-making by giving you access to the data you need, in the format you want.

Key performance indicators (KPIs) are built in to the solution, and are augmented by a range of comprehensive, flexible reporting capabilities.

Increase profitability

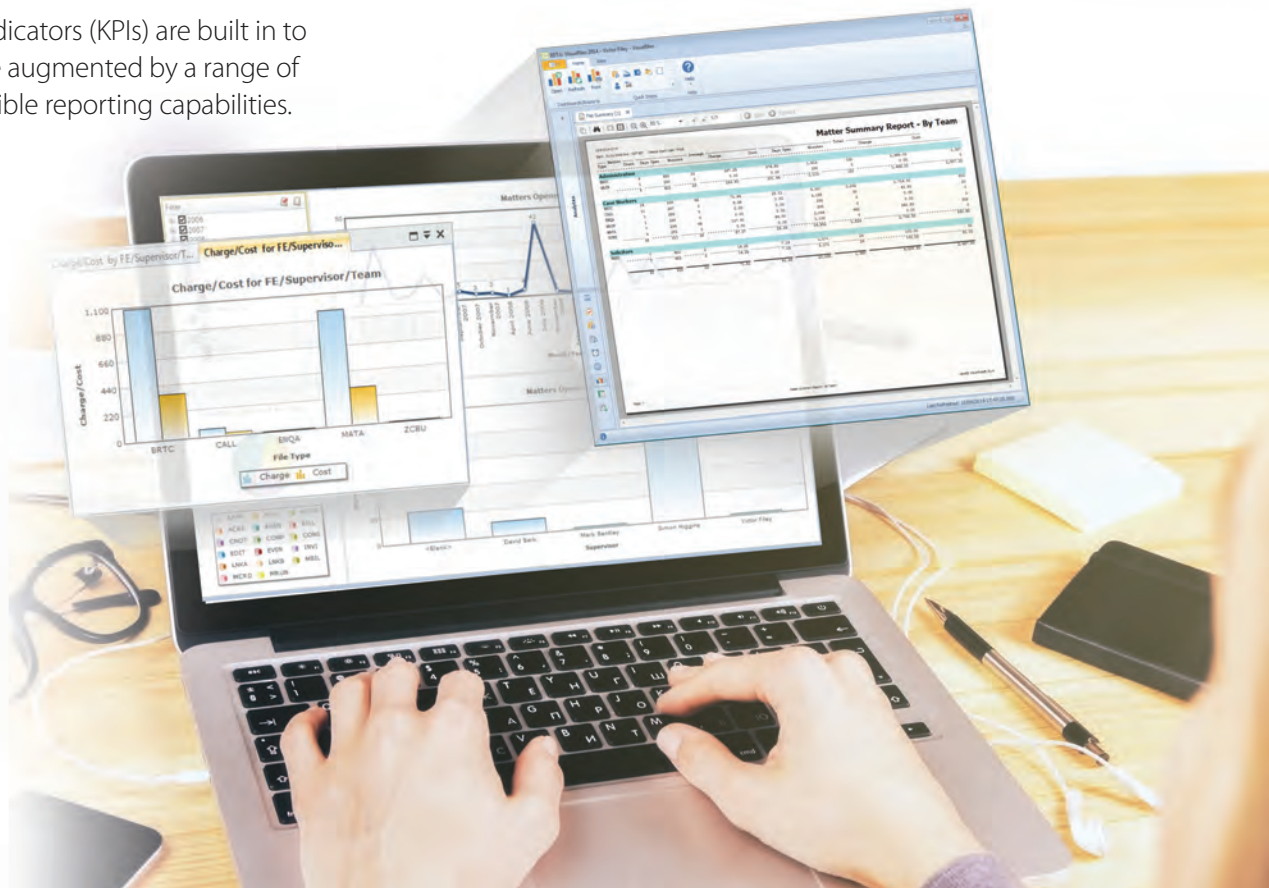
By running your processes as efficiently as possible, you'll be in a better position to maximise profitability for your business.

Key staff will find their admin burden is much lighter, freeing them up to focus on improving customer service, building closer client relationships, or delivering business objectives. At the same time, junior or less experienced members of the team will be able to increase their contribution, safe in the knowledge that automated processes will help them deliver to a consistently high standard.

Respond quickly to market dynamics

Because business doesn't stand still, neither does Visualfiles.

You can adapt and extend it as your business needs and market conditions change - relying on it to help you seize new business opportunities, branch out into new areas, and stay one step ahead of the competition.



Bott Aviation powers flight compensation business with Lexis Visualfiles



When Bott & Co spotted the opportunity to diversify into a new line of business - helping airline passengers enforce their rights to compensation for flight cancellations, delays and denied boarding - it used Visualfiles to underpin its new venture. The Bott Aviation solution was the first to market, built by a team of three developers in just six weeks from concept through to live operation.

Within the first 100 days of operation, the four-member Bott Aviation team processed over 4,000 claims letters, issued over 100 sets of court proceedings, and recovered more than £250,000 in compensation for passengers.

"In the space of a few weeks, we created an entirely new business model; and hit the ground running," says Paul Hinchliffe, Managing Partner, Bott & Co. "This is a volume business and margins are extremely thin, so efficiency is of paramount importance. We have developed business processes and workflows in Visualfiles that have brought down our claim processing time to eight minutes."

How Visualfiles benefits your communities

When you implement Visualfiles, you'll deliver a range of benefits to your clients, your employees, your IT professionals, and the business owners and investors.

Differentiate your business through tailored client service

In a competitive market, you need to find creative ways to help your business stand out from the competition.

Responsiveness. Visualfiles can help you become even more responsive to your clients. It will give your people a single source of information, enabling them to find what they need faster, and keep clients better informed. And because routine tasks are automated, they'll have more time to spend on more important activities like client service.

Consistency. By standardising processes, Visualfiles will drive a more consistent client experience. Staff at different levels and with varying degrees of experience will be able to automatically work to high standards without extensive supervision.

Personalisation. You can tailor Visualfiles with functionality that reflects how clients prefer to work. For example, Visualfiles can deliver information to clients via web or mobile channels. It also integrates with other internal and external business systems, so you can even empower your clients to participate in your processes.

"The customisability of Visualfiles is exceptional. This capability is critical for us as we don't use off-the-shelf applications in our business - all our applications are unique, which is what gives us our competitive advantage in the market."

Kyle Peddie, Chief Executive, Your Conveyancer



Help employees work more productively

Your staff are your most valuable asset. Visualfiles helps you protect your investment in top talent by giving all your staff greater control over their productivity.

It releases senior staff from routine tasks so that they can handle more complex and strategic work, and spend more time nurturing client relationships. It can also help them to be more productive when they're away from the office, with web-based and mobile access to cases and information. At the same time, less experienced staff can contribute more effectively without compromising client service quality; and admin and support staff can become part of your work processes more efficiently and consistently.

Greater effectiveness and focus. Because Visualfiles is intuitive to use with minimal training, all users can quickly start reaping the benefits of process automation. To-do lists and reminders, which are integrated with familiar tools such as Microsoft Office, help everyone prioritise tasks and work more efficiently.

Team Managers can easily reallocate tasks to make best use of resources and maintain project progress; while the Visualfiles monitoring functionality lets them confidently take a 'focus on the exceptions' view.

Working as one firm. Visualfiles allows reuse of data, easy sharing of information and automated document production, helping everyone in the organisation drive towards the same vision and goals. Managers can help team members achieve consistent work practices and performance using workflow templates that automatically lead users through the business process, including task planning, document production, filing and reminders.

And, because Visualfiles integrates with other industry-standard solutions, emails, documents and forms can be pre-populated with data from Visualfiles for automatic inclusion in any process - saving time and cost, and reducing the risk of human error.



Improve profitability, drive growth and agility

With Visualfiles, business owners and investors can be confident they're implementing a proven solution that will reduce risk and deliver a rapid return on investment, in any business environment, supporting all volumes of activity, value of cases, and numbers of users.

As well as helping to control costs and maximise profit through process automation, Visualfiles provides insight to help you make working practices as efficient as possible and allocate resources to best effect. Visualfiles will become the operational heart of your business, supplying comprehensive management information as a by-product of underpinning your day-to-day business operations, and saving you the overhead of report data collection.

Greater business insight. Flexible time-recording functionality in Visualfiles lets you put a value on work in progress, evaluate each department's performance and monitor its value to the business. Ultimately, Visualfiles underpins business decision-making by providing access to the data you need via a near real-time Microsoft SQL data warehouse.

Protection for your investment. Being quick to deploy and easy to use, Visualfiles delivers a rapid return on your investment. What's more, as business needs change, you won't need to invest in new systems and deal with the resulting disruption, cost and IT effort. Visualfiles scales and adapts as required, making it the only solution you'll need to manage all your business processes.

“Lexis Visualfiles allows our business to change every facet of the system to meet the needs of our operation. The law is ever changing and it is key to our business that the system we use is flexible enough to be able to meet the demands of our market.”

Adam Makepeace, Practice Director, Tuckers Solicitors

Technology that's fit for today and ready for tomorrow

In Visualfiles, your organisation has a proven, stable yet flexible technology platform to support operations and drive success.

A well-established skills transfer programme will equip your IT teams to adapt and configure Visualfiles to the needs of your business - enabling development of powerful workflows to support business processes, which can be scaled and adapted in line with changing needs.

Visualfiles supports a variety of data integration standards and connects seamlessly with many third-party systems, such as finance systems, government portals and other user tools - delivering the electronic interworking that much of today's business depends on. It also offers an extensive SDK for Microsoft developers to create unique web-based, mobile and other solutions to meet the operational and information-access needs of staff and clients.



“We thoroughly investigated all the major case management solutions on the market... Visualfiles came up trumps as a proven, modern system that can robustly scale in line with our ever multiplying business transactions... It is the lowest risk/highest reward option - as is realistically possible with any technology investment.”

Paul Tennant, IT Director, myhomemove

Contact Us >

Lexis® Visualfiles™

For more information

To find out more about **Lexis Visualfiles** and to discuss your firm's specific business requirements, please visit www.lexisnexis-es.co.uk, email salesinfo@lexisnexis.co.uk or call **+44 (0) 113 226 2065** to speak to a LexisNexis Enterprise Solutions consultant.



Enterprise Solutions