



## Nelsons Solicitors Selects Lexis® Visualfiles™ to Improve Business Efficiency and Stay Ahead of Market Trends

## Lexis® Visualfiles™

### Nelsons Solicitors Case Study

Industry: Law | Product: Lexis® Visualfiles™

**Nelsons Solicitors, a full-service law firm in the East Midlands, provides advice on almost every area of personal and commercial law, in addition to offering a wide range of online services. The firm has offices in Nottingham, Leicester and Derby.**

Matthew Riches, Partner & Director of IT at Nelsons Solicitors, talks to LexisNexis® Enterprise Solutions about the firm's reasons for implementing legal workflow and case management system, Lexis® VisualFiles™ and the firm's general approach to technology adoption and the wider business strategy.

### What is Nelsons Solicitors' business reason for investing in Lexis Visualfiles?

**Matthew Riches:** We base our technology investment plans in and around areas we've identified where business efficiency could be improved; and consequently, where it can create the best return for the business. We are initially implementing

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Visualfiles in our conveyancing and probate practices, as these are two key business areas where the solution will quickly deliver a benefit.

We feel that the nature of the work in these practice areas lends itself to case management as many processes can be assisted by various types of automation, reducing fee earner time spent on repetitive or simple tasks, and freeing them up to work on the tasks where they can really add value for clients. With the ongoing changes to the legal market and consumer facing services being offered by a growing range of providers, we are cognisant of the risks these trends potentially pose to traditional practices. Visualfiles will allow us to make ongoing changes and process improvements in these departments to ensure that we can innovate in our service offering, stay ahead of market trends and maintain our competitive advantage, now and in the future.



Enterprise Solutions

## From a technology standpoint, why did Nelsons Solicitors choose Lexis Visualfiles?

**Matthew Riches:** We reviewed a number of case management systems, but Visualfiles is the solution that we feel offers us the most flexibility in the way it can be configured to evolve alongside our business. Many of the other systems we explored were limited in terms of what they could be asked to do, which presented the danger that we would reach the boundaries of their functionality as our needs changed. Visualfiles offers the best possibility of enabling us to achieve our operational goals for the business, especially via its Accelerator Framework, which gives us rapid access to the solution's conveyancing and probate workflow systems through simple, out-of-the-box processes. Therefore, our departments can get operational on Visualfiles quickly, but with a strong underlying development platform that allows us to customise the solution to our needs simultaneously.

## What aspects of the Lexis Visualfiles Accelerator Framework do you find especially useful?

**Matthew Riches:** The Accelerator Framework simplifies the communication with all the different parties and will allow us to quickly and simply build new practice area solutions with a familiar look, feel and operation, while still enabling us to benefit from Visualfiles' flexible toolkit. It's a one-stop solution. The alerts functionality that the Framework provides is very useful to fee earners and supervisors, helping them to ensure that no deadlines are missed. Also, at a glance, the dashboard shows the status of every case and the associated compliance parameters and milestones.

From a general perspective, we really appreciate the value of the Robot functionality for automating repetitive tasks such as document production and automatically allocating tasks to the people who are best placed to execute them.

## Do you have any plans to further develop and customise Lexis Visualfiles?

**Matthew Riches:** Our goal is that every customer receives the same, high level of service across all our practice areas. At the same time, we are operating in times of constant change – both, with regard to the business environment and customer expectations. Therefore, we need to suitably respond to such changes in a timely manner.

We have already customised the Accelerators to reflect our internal processes, and we plan to take a gradual approach of fine-tuning the solution for incremental gains. Our objective for deploying Visualfiles is to make continuous, tangible enhancements to the quality and delivery of our service. We will always seek opportunities for improvement and customise Visualfiles accordingly, whether that be within the existing areas or deploying to other areas of the firm.

## Is Nelsons Solicitors measuring the ROI of Lexis Visualfiles and how?

**Matthew Riches:** We track a number of metrics in assessing the success of any system or project we undertake, but with a tacit understanding that nothing operates in a bubble and so other external or internal factors can affect the 'perception' of success or failure. We take these into account in the final analysis.

Typical ROI calculations boil down to pounds, shillings and pence, which we feel is a very narrow approach. We take a more holistic view, measuring ROI based on a number of factors such as resource levels versus business volumes, staff utilisation optimisation and client satisfaction results.

Fundamentally we have faith in, and have always invested in technology and fully anticipate that Visualfiles will make a very tangible and positive contribution to our business.

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## Contact Us >

**Lexis<sup>®</sup> Visualfiles<sup>™</sup>**

### For more information

To find out more about Visualfiles and to discuss your company's specific business requirements, please visit:  
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to speak to a LexisNexis Enterprise Solutions consultant.



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