Lexis® Visualfiles™ Online

The fast, simple way to better efficiency and customer service

LexisNexis®

Enterprise Solutions

Lexis®Visualfiles™
Online

Taking business to the web: an opportunity not to be missed

Remember how long things used to take before the internet? Physically going to the bank to transfer money between accounts? Filling out long insurance forms and leaving the house to post them? No one has the time to do that anymore. We're used to getting information and doing things immediately on our smartphones, tablets and computers. The internet has changed our expectations and disrupted traditional markets.

Businesses that have capitalised on the reach and efficiency of the web have been able to pull away from their competitors. As well as meeting customer expectations for anytime-anywhere access to information and services, they've seen cost savings and efficiency improvements through a wide range of customer self-service applications.

While taking your processes to the web helps your business be more productive, cost-effective and customer-focused, it's a problem if developing these services takes too long or costs too much. With Visualfiles Online there's no such issue. It will help you develop flexible online solutions much more quickly and easily than you might think.

"The many functions and comprehensive documentation of Visualfiles Online will definitely make a huge difference to our web projects."

Kevan Todd, Head of IT, McClure Solicitors

A fast and easy way to take processes online

Visualfiles is already engineered to dramatically increase the efficiency and profitability of your organisation by automating processes and tasks. Visualfiles Online takes this to the web. And because time is of the essence when it comes to creating and maintaining competitive advantage, it includes an Accelerator package to help you get up-and-running with your new web solutions quickly and efficiently. It gives you the perfect combination of:

- **Ultimate flexibility:** just as with the core Visualfiles application.

- **Ease of use:** with specific tools and support to get you going quickly.

- **Peace of mind:** with all the security features and standards compliance that you need.

Visualfiles: market leading file, case and matter management system

- **>25,000 registered users in the UK**

- **For firms ranging from 5 to 1,000+ employees**

- **Successfully used by:**

  - **Law firms and corporate counsel**

  - **Local government and other public sector organisations**

  - **Insurance, debt recovery, personal injury, conveyancing and other organisations with high-volume, routine processes.**

Ultimate flexibility in going online

Leveraging Visualfiles Online is a natural next step forward for organisations that want to extend the competitive advantage they gain from using Visualfiles. It's a simple (and well documented) web programming toolkit comprising methods, commands and examples to help you get your Visualfiles system online.

The toolkit approach gives you the freedom to build whatever will help you outperform your competitors. It removes the restrictions common to online case management solutions that allow only limited adaptation of standard processes. Instead, Visualfiles Online helps you extend the value of the intellectual property you've built into your business processes and systems.

That is what really sets it apart - and helps you set your business apart with new levels of customer experience, efficiency and productivity. You'll be able to:

- **Go beyond** standard, non-differentiating web solutions. If you've built a unique process or application through Visualfiles, then Visualfiles Online lets you create a web interface to allow others to interact with that process or application in just the ways you want them to.

  So your online presence can show customers what makes your business stand out.

- **Quickly adapt** your web solutions to meet new or changing needs. Because every change that you make to a Visualfiles process can be reflected in Visualfiles Online.

How licensing works

If you're already a Visualfiles user with sufficient licences, you can buy Visualfiles Online as an additional package.

If you're a new user, you'll need to buy Visualfiles licences along with Visualfiles Online.

- **Easily serve multiple audiences.** Individual customers will have different needs from corporate clients, who will have different needs from partner organisations. And what about the internal audience? In-house case managers will appreciate having access to Visualfiles at home or through a mobile device, but their needs are different from those of customers - and from other internal audiences, such as senior management.

  The complete integration of Visualfiles Online with Visualfiles allows you to easily deliver a different service for different users, without the need for more Visualfiles licences.

  With Visualfiles Online the possibilities are endless. And we've made it nice and easy for you to access all of this flexibility.

Easy to get started, easy to get flexible online

Because of its flexibility, Visualfiles Online is not a shrink-wrapped web solution, but it comes with a lot of help for your web developers, including:

- **Use of industry-standard web technology** to easily integrate Visualfiles functionality in the web technology of your choice.

- **An Accelerator package,** comprising fully working HTML, XSLT, JavaScript and ASP.Net example code.

- **Training and support** of your web developers by our experts; helping them to get started, understand the Accelerator, and ultimately develop the unique web presence that you want.

- **Optional outsourcing of development** work to our experts, who will work closely with your web developers to help you meet your functional and brand requirements.

- **Tight integration with Visualfiles,** which means there's nothing special to do to get the online solution to interact with the main system. Want to automatically add enquiries submitted online to the case handler's to-do list? Easy. Want to allow 'bulk instruction' corporate clients to initiate cases online and automatically open those cases in Visualfiles? Done.

The Accelerator: giving you a head start

While the real value of Visualfiles Online lies in developing an online presence that sets you apart, not everything that you want to do will be unique or complicated. You can go a long way just keeping customers better informed by showing them the status of their case, and speeding up processes by letting them directly provide information, documents and authorisations to move their case along.

So Visualfiles Online comes with a 'starter pack' of template pages to help you quickly create commonly required functionality - without losing any of the flexibility to make these pages your own and extend them with unique functionality. The Accelerator shows you how to use more than half of the Visualfiles Online commands in straightforward ways, with pages that allow:

> **>50% of Visualfiles Online commands are illustrated in the Accelerator package.**

- Users to log in with a case code and password – removing the need to register everyone who uses Visualfiles Online.

- Cases to be searched for (with multiple search filters).

- A case summary page to be displayed.

- A case history to be displayed, along with relevant downloadable documents.

- Documents to be uploaded.

- Case workers to view their to-do list and filter it by priority, category and description.

- And more.

Peace of mind in going online

Because Visualfiles Online is a completely integrated extension of Visualfiles, you can focus on building a great online customer experience without worrying about complicated website and security configurations.

All of the security features of Visualfiles are carried through to Visualfiles Online. Access to information for users is based on the permissions that you set in Visualfiles, making security as rigorous and robust as in your Visualfiles implementation.
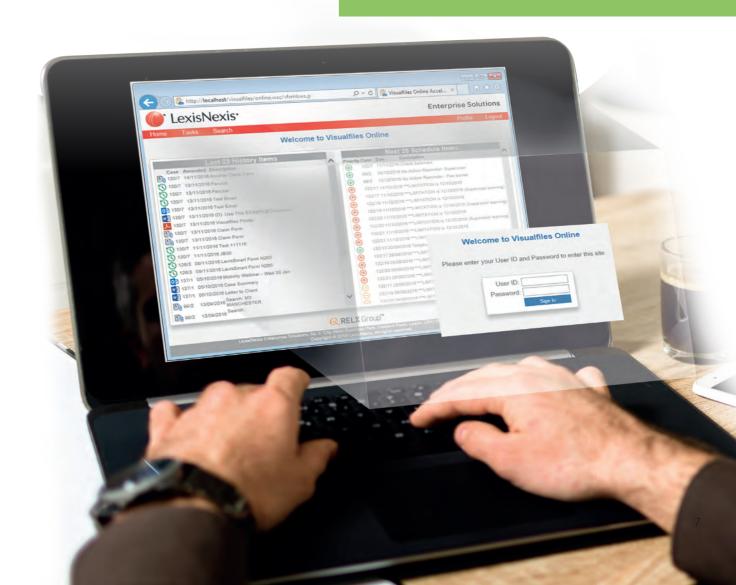
Online users can log in using a case code and password, removing the need to create a Visualfiles account for every customer who only has a single case to review.

The toolkit also reflects best-practice delivery of online solutions, using tried-and-tested Microsoft web technologies and their strong security features.

Put this together with the flexibility of Visualfiles Online and its ease of use, and you have everything you need to build the web presence that is right for your business.

> ## Discover what Visualfiles Online can do for you
>
> Contact us to find out how Visualfiles Online can improve the experience of your customers and staff.

Contact Us >

Lexis®Visualfiles™
Online

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.

LexisNexis®

Enterprise Solutions