

# Bott & Co save £100,000 per year following SolCase/ Unified Messaging Solution integration

Bott & Co, one of the UK's leading practices of personal injury lawyers, recently scooped the LexisNexis Visualfiles Best Use of SolCase Innovation Award 2006, following the successful integration of SolCase with Tobit, a unified messaging solution, which has resulted in a cost effective, scalable, multifunctional application.

Paul Hinchliffe, Practice Manager at Bott & Co comments "The level of integration achieved is largely attributable to the 'best of breed' approach of LexisNexis Visualfiles, whose development strategy enables it to concentrate and optimise product flexibility to facilitate integration with other systems such as Tobit."

Bott & Co, has seen IT as a key facilitator in their quest to continuously improve client service and unified messaging was an obvious enhancement. The unified messaging solution includes:

- e-mail
- sms
- diary management
- voicemail
- desktop faxing capability
- intranet facility

Coupled with the above specific technical requirements was a key and fundamental set of business aims, to be delivered without impacting the high client care standards already achieved, as follows:

- to streamline business processes via automating communication with clients
- to add value to the business through technology by:
  - reducing the "hands-on" in sending and receiving a fax
  - promoting a 'paperlite' office
  - providing the user with a more user friendly, efficient and productive manner to send and receive faxes
  - supporting home workers via access to full electronic files
  - maximising the use of SolCase

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- automating SMS and e-mail from within SolCase
- enhancing internal communications within the business by means of an intranet

Unusually Bott & Co did not go down the Microsoft MS Outlook path, as it did not provide the additional functionality required and came at a comparatively high price. Instead they selected Tobit, a German product with a worldwide user base of 450,000 clients, which fulfilled all of the project criteria. While LexisNexis Visualfiles has proven integration paths between SolCase and Outlook, Groupwise and Lotus Notes it did not have any experience of working with Tobit. Fortunately the unique flexibility of the product enabled this integration to be completed relatively easily without any recourse to the SolCase development team.

Bott & Co's requirement was to achieve the level of functionality to meet its business and technical criteria within budget, without compromising the integrity of the faxed documents and without making the firm vulnerable to viruses and other risks, which converting the process to an electronic process could attract.

## Benefits

Paul comments "The benefits of this integration have permeated through the whole organisation and give an on-going benefit to clients, case handlers, support staff and management. Although our initial aim was not necessarily immediately financially motivated, the integrated solution has provided fantastic financial savings."

Key benefits to the firm, both process related and financial, have been identified as follows:

**Improved Client Service:** Due to faster case turnaround times.

**A half a million pound saving:** As a result of the impact of case turnaround time reductions (a one off saving to the firm).

**Online Enhancement:** Presenting a more comprehensive Online file and thus enhancing the client experience.

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**Increased Productivity:** One of the greatest enhancements to the integration is the increase in productivity of staff who can now continue to work whilst a fax is being sent. Approximately five minutes per fax has been saved - a conservative saving of £100,000 per year (saving on faxing alone would pay for three fee earners!).

**Reduced On-going Support Costs:** A 30%-40% saving of product cost per annum.

**SMS Savings:** SolCase applications are scripted to text clients, for example advising of an update on a client online file, thereby saving on paper and postage costs.

**Enhanced Internal Communication:** An increased and more professional form of communicating to staff with an easy to modify intranet facility.

**Installation Savings:** A cost saving of approximately 50% on installation.

**Improved Administration and Management:** As a result of the management of one product rather than many, eliminating multiple agreements and possible blame culture for faults.

**Home working made easy:** Via the ability for home/remote workers to access a full electronic file.

**Support of Office Policy:** Encouraging the 'paperlite' policy of the firm.

## Results

Bott & Co now have in place a cost effective, scaleable, multifunctional integrated application that enables it to:

- send and save into SolCase history e-mails and faxes from SolCase, including the ability to attach documents from the SolCase history including pdfs and e-mail attachments
- receive faxes from external sources and route those faxes to specific recipient's in-boxes, allowing the electronic saving of received faxes into the SolCase history
- electronically sign letters and documents produced through SolCase and external to SolCase
- operate an interactive and much used Intranet facility
- avail of a reliable e-mail and sms facility from within SolCase

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Paul sums up by saying “The amazing results and benefits achieved are a credit to all those involved in this successful project. The new solution is greatly contributing to making each personal injury claim as quick, simple and stress-free as possible for our clients.”

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