

# Linetime

B2C  
Online Case Tracking



Software  
beyond  
expectations

# A powerful tool that keeps everyone informed

Linetime can help your practice realise huge benefits with **Liberate B2C**, a powerful online case / matter tracking tool. **Liberate B2C** will enable your clients to review current case and matter details, create new cases and matters, and exchange instructions without having to email or telephone, thereby increasing fee earner productivity.

**Liberate B2C** extends the comprehensive functionality of the **Liberate Case Management** system into the client's own premises. Case Reviews can be customised for each case type allowing clients needs to be specifically targeted.

Individual private clients are allowed to view their own case and matter details whilst the **Partner Zone** within **Liberate B2C** allows "bulk referrers" to view details of all of their transactions.

**Liberate B2C** also allows debtors to make secure credit and debit card payments online.

**Liberate B2C** tracks cases as they progress through the **Liberate Case Management** system, displaying live data directly from the central **Liberate Microsoft SQL** server database.

This ensures that the client is always provided with an up-to-the-minute, real-time view - without having to make a single phone call.

Client service is improved and fewer interruptions means fee earners quickly become more productive.

Clients can enter transaction details of payments received directly ensuring that client and users systems are kept 'in sync'.

Home Case Information Workbook Referrals Reports Tools Legal Logoff

LIBERATE B2C maximising consumer potential

**Task List**  
Your workbook contains 3 entries requiring your attention. Please click on the link below to review and action the items.  
My Workbook

**Statistics**

**Distribution Of Cases**

Archived Cases	6	A: 6
Live Cases	66	L: 66
Suspended Cases	0	S: 0

**Usage Statistics**

Bulk Uploads	14	B: 14
Cases Reviewed	1082	C: 1082
Instructions Sent	95	I: 95
Payments Made	107	P: 107
Referrals Sent	83	R: 83
Workbook Items	12	W: 12

**Client Codes**  
You have been assigned multiple clients whom you can work on behalf of.  
Your current client is Shamrock Electricals.  
To change it, select a new one from the list below.  
Paul Grant  
Leighton Credit Ltd

**Recent Reviews For Your Clients**

Date	Type Code	Description
14 Mar 11	DEBT m0000003	Shamrock Electricals v Johnson, Spruyt, Smith, Rapsons Cafe, Hurford
14 Mar 11	DEBT M0000041	Douglas Butler
14 Mar 11	DEBT C0000121	Spruyt
14 Mar 11	DEBT M0000009	Joe Blayden
14 Mar 11	DEBT M0000026	Andrew Morris
14 Mar 11	DEBT M0000011	Fred Whitley
14 Mar 11	DEBT M0000012	Premier Electricals Ltd
14 Mar 11	DEBT M0000024	Jones's Plumbers, Andrew Jones
14 Mar 11	DEBT C0000184	Waltons Appliances Ltd
11 Mar 11	DEBT M0000008	Independant Power Ltd

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# Fully featured and totally secure

Whatever type of case work you do, **Liberate B2C** allows your clients to safely and securely review the progress of any matter, at any time, anywhere with web access - saving time and money.

## Liberate B2C – Administrator Utility

**Security and Control** - internet enabled applications demand absolute security of access and integrity of data. The **Liberate B2C** Administration Utility contains everything a user needs to enhance security and control access.

High-level security techniques and a fully audited password system ensures a secure and controlled environment is maintained at all times.

**Event Log** - audit trail of all events occurring within the system.

**Usage Logs** - track usage by client for a user specified time period. Option to display output in graphical form.

**Password Maintenance** - set up and monitor client access status.

**User Maintenance** - assign individual user permissions, client codes and source of introduction.

**Terms & Conditions of use** - maintain current Terms and Conditions and record client's acceptance.

Partner Zone Client Zone Conveyancing Zone Payment Zone LINETIME

# LIBERATE B2C

maximising consumer potential

Residential Purchase information for the instruction of Home

## Purchase of 19 Headland Way

Your Instruction Latest Update Contact Us

Overview Searches

Milestone	Requested	Received
Instructions Received		06/05/2011
Details Received From Estate Agents		Y
Draft Copy Received		06/05/2011
Property Information Forms Received		09/05/2011
Office Copy Entries Received		06/05/2011
Planning Permissions Received		09/05/2011
Mortgage/Loan Offer Received		06/05/2011
Exchange Of Contracts		09/05/2011
Transfer Submitted	12/03/2011	
NHBC Received		09/05/2011
Advance/Loan Requested	12/03/2011	
Completion Date		09/05/2011
Title Deeds Received From Seller		
Registration Submitted	12/03/2011	
Registration Completed		06/05/2011
Title Deeds Sent To Lender		09/05/2011

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# Available in a version to suit you

**Liberate B2C** is available as an entry level "standard edition" version providing secure and customisable online case tracking. Further options are available including enhanced case information viewing, submission facilities and reporting features.

## Liberate B2C – Standard Features

- Live web-based 24/7 on-line case tracking
- 128 bit ssl encryption and password protection
- Customisable 'look & feel'
- User-definable data 'views'
- Case and matter information review
- New instruction submission
- Case & Usage Statistics Package
- Efficient 'Sort & Search' facilities

## Liberate B2C – Further Options

All **Liberate B2C** Standard Edition Features PLUS...

- View case history on-line with: Integral **Liberate** document viewer  
Integral **Liberate** e-mail viewer
- Enhanced submission facilities including 'bulk' entry for volume work and individual case transactions
- Access to library of pre-defined reports
- Access to end-user Report Generator
- Online credit/debit card payments (Optional)
- Conveyancing Quotation System (Optional)

The screenshot displays the 'LiberatE B2C' software interface. At the top, there is a navigation menu with items: Home, Case Information, Workbook, Referrals, Reports, Tools, Legal, Logoff. The main header area includes the 'LiberatE B2C' logo and the slogan 'maximising consumer potential' with a globe icon. Below this, the user is identified as 'Steven Johnson' with 'Debt Recovery information for the instruction of'. A series of tabs (Overview, Particulars, Debtors, Court Details, Instruction History, Payments, Instruct Us) are visible, with 'Instruction History' currently selected. On the left, a 'History Filters' sidebar allows users to filter by Attachments, Documents, Email, Fax/SMS, Multimedia, Notes, Phone, B2C, and Miscellaneous. The main content area is a table with columns: Date, Narrative, Description, Media, Save, and View. The table lists various case events, such as 'No instalment payments received', 'Sent document', and 'Client instructions requested re issue', with corresponding dates and times. At the bottom right of the table area, there is a link for 'Help for viewing documents.' The footer of the page reads 'Version: 1.55 ©2002-11. Linetime Ltd.'

# Linetime

## What our customers say



"Reporting to clients is made easy through web access to their matter. Our fixed-fee services, which are becoming increasingly popular, can be delivered more effectively to our clients using online case tracking, giving them better access to information and which ultimately improves the effectiveness and margin on those services."

**Julia Whittaker**  
Chief Executive  
Wilkin Chapman Grange

"The ability to interface directly from the internet via *Liberate* B2C is a crucial and major benefit. For a firm to be able to offer clients direct access (via a secure internet connection) to their own cases and enable them to quickly and easily submit on-line instructions, was perceived by our steering group as a great benefit for the future. As you can imagine, such a facility improves the whole case / debt management process enormously.

If you improve the speed and accuracy with which you communicate with both your clients and their customers you have improved the overall efficiency of the whole process. This undoubtedly improves your firm's overall profitability."

**Mrs Jane Dunlop**  
Partner  
Clarke Willmott

"Hay & Kilner has gained some substantial clients by being able to offer B2C online case tracking. We wouldn't be successful in the tendering process without this technology – because our clients demand it."

**Tim Bennett**  
Partnership Secretary  
Hay & Kilner



## Software beyond expectations

We believe that the best way to fully appreciate the power of this exceptional resource is to see it for yourself. Nothing could be simpler – just call us now on 0113 250 0020 to arrange a personal demonstration and you'll soon be on the road to total efficiency, measurable results and predictable success.

The *Liberate* legal software suite is a comprehensive portfolio of scalable modules that exist to revolutionise the success of legal practices. *Liberate* has been developed holistically on a single Microsoft SQL server database. Linetime's commitment to the .NET framework facilitates integration with third party technologies.

The portfolio of *Liberate* applications also include:

- Practice Management
- Case Management
- Matter Management
- Debt Recovery
- Document Management
- Practice Performance
- Contact Marketing
- Online Case Tracking

*Liberate* has been developed by Linetime, the UK's leading provider of robust and proven software solutions to the legal profession.

Our business is founded on total quality thus enabling us to continually exceed our customers' expectations.

Continuous innovation and an exceptional ability to listen and act upon customers' needs, has culminated in the *Liberate* legal software suite being ranked Number One in the Law Society Software Solutions Guide. This outstanding result is based on independent market research. It is testament to the remarkable attributes of the *Liberate* legal software suite. Call us now and let us help you become Number One too.



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