

Online Case Tracking

As the credit crunch continues to affect all sectors (including legal services) practices are looking for ways to differentiate them from their competitors and increase productivity and efficiency. Online case tracking offers both.

The first half of 2008 has seen a surge in orders for the Liberate B2C online case tracking module as our customers seek to win new business, raise customer service levels and improve profitability.

- **Winning new business**

The ability to offer prospective clients safe & secure access to case information and the ability to interact with the law firm over the Internet are two major benefits of Liberate B2C that help attract new clients.

Liberate B2C Enterprise takes this interaction to new heights providing your users with their own report generator, case document, scanned image and e-mail viewer. For introducers/referrers the ability to transfer cases in 'bulk' is proving particularly useful.

Liberate B2C will help you differentiate your practice from your competitors and win new business.

- **Customer service levels**

Accessing the service via your practices website your clients can check on the progress of their case from home or office (or indeed anywhere with Internet access) 24 hours per day, seven days a week.

Individual clients are allowed access to their individual case details whilst 'bulk' referrers can access details of all cases submitted by them. They can also submit and answer questions (via built in e-mail), saving many repetitive telephone calls.

As the service is supplied over a public medium (the Internet) security is tremendously important. Access to Liberate B2C is by user-ID/Password and the data is encrypted for further security.

Liberate B2C will help you raise your customer service levels and provide a foundation for that all important repeat business that comes from a satisfied customer base.

- **Productivity & Efficiency**

One often overlooked facet of installing online case tracking is the impact it has on the operational efficiency of a practice. As customers access their case details 'on-line' the number of 'simple' telephone enquiries can reduce dramatically.

More complex questions can be asked via e-mail, which goes directly to the fee earner handling the case. The fee earner has the opportunity to research an answer and respond via e-mail (if appropriate).

With Liberate B2C fee earners have fewer interruptions are able to plan their day much more efficiently.

Liberate B2C offers many more advantages, especially in areas of volume work such as debt recovery, re-mortgage, mortgage possession and personal injury.

If you would like to know more about how Liberate B2C can help your practice, please contact Keith Hutton, Sales Manager: keithh@linetime.co.uk