

## Residential Possession – Case Management

The Residential Possession case management system provides the framework to handle all aspects of mortgage repossession, landlord and tenant and defended possession cases. A comprehensive library of screens, documents and workflows to process the above work types is delivered as standard.

The case management software, can be tailored for your individual needs to accommodate high volume introducer work.

### Residential Possession - Workflows

Automation of routine repetitive functions enables possession tasks to be completed efficiently and to a defined standard.

The generation of standard letters, forms, reminders and SMS client updates can all be easily automated.

Workflows can also generate any required financial and time transactions.

The workflows are not 'set in stone' and can be modified using the inbuilt Designer software. Users can modify screens, documents and workflows to meet their own and their clients individual requirements.

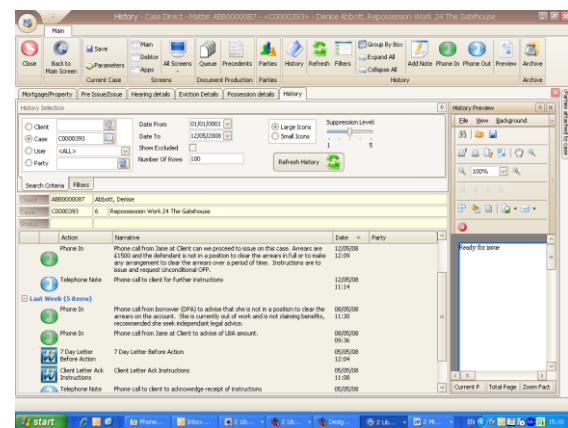
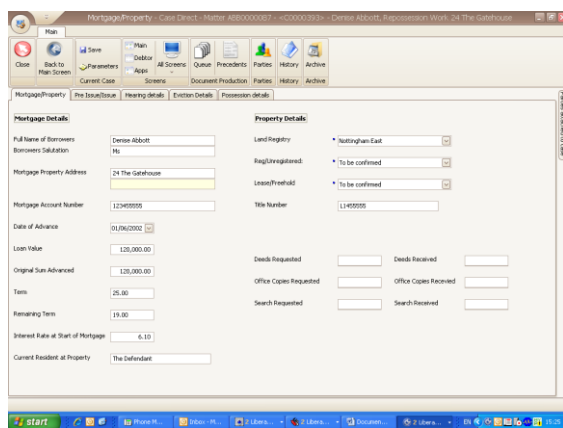
### Integrated forms

The Liberate Residential Possession system is integrated with electronic forms from both Oyez and Laserform.

Intelligent forms validate input reducing the risk of errors. Auto-population with case data saves time and effort.

### PCOL

The Liberate Residential Possession system is available with an electronic link to the PCOL Service. This reduces errors and streamlines the process. For more information about PCOL and its integration with Liberate please request the separate Possession Claims On-Line white paper.



## Case History

A full electronic History of all activity is maintained for each case. All correspondence produced is stored, as are copies of all outbound and inbound e-mail. File and Telephone notes, SMS messages and scanned documents, digital images can also be held within the case history.

This complete History assists in file auditing and file monitoring and compliance with internal and external standards.

## Links to Financials – No Reposting

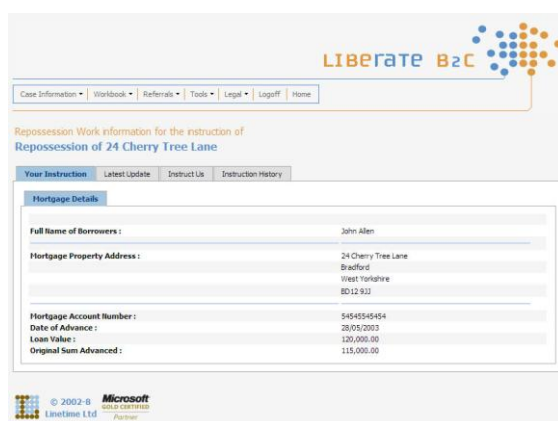
The Residential Possession case management system is just one element of the Liberate software solution from Linetime.

The Residential Possession workflows can be seamlessly integrated with the Liberate Legal Accounting module.

The ability to automate the generation and posting of financial and time transactions improves efficiency and accuracy. Fee earners and accounting staff both benefit from the automation of these tasks.

The tracking of time and disbursements ensures the true costs of the case are at the fee earners finger tips.

Liberate Legal accounts is the basis of the practice management software suite.



## Links to referrers

Businesses are under increasing pressure to streamline the processes required to service their business referrers and meet agreed Service Level Agreements.

Liberates electronic upload facilities allows new client and cases to be taken into the system removing the need for operators to re-input data. Thousands of cases can be uploaded at a time ensuring they are dealt with efficiently and loaded into the relevant workflow. The time from receiving new instruction to initial case progression is vastly reduced.

The whole process not only saves fee earning time but provides the clients with a higher level of service.

Once loaded the cases are visible to the client through the Online Possession Case Tracking Solution.

## Online Possession Case Tracker

The optional case tracking system services two distinct types of user.

- The individual requiring access to details of a specific case
- The referrer of bulk work who requires access to information on all of their cases.

Both types of user have live case information – on a secure website with password control.

Client communication is improved with users having access to transaction 'milestone' information and more.