



## The Benefits of Interfacing with External Services

The fastest growing and some may say the most exciting area of computing over the past few years is the rapidly developing technology of digital communication.

From the very early days of acoustic couplers and modems, we now have a plethora of electronic methods of sending and receiving information from one computer to another. Solutions now exist for transferring voice, photographs, video and of course text files at the speed of light. However, the most important question to ask is 'how can this new technology help my firm become more efficient and hence more profitable?'

Apart from the many improvements emails have made to internal and external communications, possibly the most important development has been the growing ability to communicate directly with external services, including government.

To ensure customers gain the maximum benefit from these new facilities - saving time, reducing costs whilst improving the client service - **Linetime** has developed an extensive range of embedded External Online Interfaces for its state-of-the-art legal software suite **Liberate.NET** and its market leading debt recovery software **DebtimeSQL**.

### Liberate External Interfaces include:

- **Call ML Electronic Identity Checking**- This is a web based service embedded within the **Liberate** practice management system to assist customers through the money laundering and client id process. Liberate users can access a large array of data sources directly from their desktop, requesting verification of the identity of one or more clients with a simple key stroke or mouse click. The Liberate interface feeds client details into the Call ML system which uses 16 different datasets to confirm (or question) the client's identity. The result is immediately transmitted back and Liberate automatically includes it within the client history file. This saves time, money and is an essential part of the users risk assessment and due diligence process.  
See: [Ignorance is not always Bliss news article](#)
- **CPC / CCBC** - Her Majesty's Court's Service Bulk Centre consists of five main areas, namely: Claim Production Centre (CPC), County Court Bulk Centre (CCBC), Centralised Attachment of Earnings Payment System (CAPS), Money Claim On-Line (MCOL) & the Traffic Enforcement Centre (TEC). Apart from improved efficiency, being able to communicate electronically with these Service Centre's provides real financial benefits to Linetime users. The CPC / CCBC interface within Linetime's market leading DebtimeSQL system provides an unprecedented level of automation essential in today's highly competitive debt recovery market.  
For more on Linetime's [Debt Recovery Software](#)



- **B2C Online Case Tracking** - The ability to offer prospective clients safe and secure access to case information and the ability to interact with your firm online are two major benefits of Liberate B2C that assist Liberate users attract new clients and extend their services to existing 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 to differentiate your practice from the competition and hence win new business.

Learn more about [Online Case Tracking](#)

- **PCOL** - This is Her Majesty's Courts Service's new Internet based service for claimants and defendants, designed to be a simple, convenient and secure way of making, responding and monitoring certain types of possession claim on the Internet. There are many tangible benefits to accrue from firms investing in this new technology, not least of which is the ability to save time and money, however another important fact is that many Building Societies are starting to insist that they will only deal with firms that have the capability to use the PCOL service thereby ensuring they "treat customers fairly".

Read the [Credit Collection & Risk Magazine Article](#)

- **Payments Online** - An increasing number of clients are looking for firms to accept credit and debit card payments online. Online payment processing has many benefits for both the customer and the practice. From the firm's point of view the ability to process online payments can improve both client service and cash flow significantly. Integrated payment processing which does not need any manual intervention also results in a significant improvement in overall operational productivity.
- **BACS** - 2008 is an important year. Not only is it the 40th anniversary of BACS, but it also marks the delivery of over 68 billion automated transactions for UK consumers and businesses since the company was first established in 1968.

See: [Online Payments News Article](#)

Linetime customers can utilise the BACS electronic money direct transfer service as feature of the Liberate practice management system.

- **London Gazette** - The only newspaper to be 'Published by Authority' and one of the oldest in the world has made electronic connection to one of the country's leading legal software systems. The London Gazette, first established in 1665, can now accept information concerning legal notices direct from Linetime's **DebtimeSQL** software via a purpose-built interface.
- **Post Codes** - Another embedded link available directly from the Liberate desktop enables the user to search postcodes as part of the overall client identity verification process and the firm's risk assessment and due diligence legal requirement.

See: [Manual v Online](#)

For more information on Linetime and our full range of products please visit [www.linetime.co.uk](http://www.linetime.co.uk)