

## CASE STUDY

### Lambeth Council's legal department delivers 21<sup>st</sup> century legal services

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<b>PRODUCT:</b>	<p>LexisNexis Visualfiles</p> <ul style="list-style-type: none"><li>• Delivers value through structured, automated and customised workflow tools to improve a firm's efficiency, quality assurance and compliance</li></ul>
<b>CUSTOMER:</b>	<p>The London Borough of Lambeth (Lambeth Council) is one of 14 local authorities that make up Inner London. It is one of the most densely populated inner London boroughs, with a diverse population of around 300,000.</p> <p>The Legal Services department plays a pivotal role in supporting many of the Council's key services and projects. Today, the 60 staff strong department offers services in the areas of social services, employment, planning, procurement, housing, litigation, land charges and contract management.</p>
<b>GEOGRAPHY:</b>	<p>London, UK</p>
<b>BUSINESS SITUATION / CHALLENGE:</b>	<p>The department had outsourced its legal services to external law firms for a number of years. However, with the public sector drive to demonstrate quantifiable efficiency savings, most notably as a result of the Gershon Efficiency Review report, alongside the Council's efforts to gain better control on the quality and effectiveness of its services, Lambeth decided to provide all legal services via an in-house team. In doing so, it recognised that the department's case load would increase exponentially.</p> <p>The department was also keen on implementing a 'new' way of working so that staff had the ability to work from anyplace, anytime, anywhere. Staff needed the right tools and access to reliable and up-to-date information at all times.</p>
<b>SOLUTION:</b>	<p>The Legal Services department was using SolCase, LexisNexis' earlier version of its case management system, for almost five years essentially as a time recording system.</p> <p>The department upgraded to LexisNexis Visualfiles in 2008. The decision was led by the department's past experience of LexisNexis' collaborative style of working and the solution's widespread recognition in the public sector as a superior case management tool for high volume case work.</p> <p>Today, the Legal Services department is using LexisNexis Visualfiles as its secure content management and time recording system.</p>

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**OUTCOME / BENEFITS:**

- *Leveraging technology to achieve business goals*

Gerard Kamath, Business Manager of Legal Services at Lambeth Council: “We are leveraging technology to embark on an ever evolving path of excellence. LexisNexis Visualfiles is the backbone of our operations. It underpins our infrastructure, processes and communication with our fee earners, clients, courts, suppliers and external firms. It is ‘the’ key tool that is helping us to achieve our business goals and in our effort to excel at being a 21<sup>st</sup> century professional legal organisation.”

- *Single point of reference*

LexisNexis Visualfiles is the single point of reference for every aspect of the department’s operations – right from case related matters to performance management of staff and department, through to risk and compliance.

- *Almost 70% of administrative process work is completed by LexisNexis Visualfiles; reduced spend on legal firms*

The high level of automation of the repetitive administrative processes delivered by business process review and implementation procedures within LexisNexis Visualfiles has enabled the department to provide in-house legal services for employment, child care, planning, housing, litigation and contract management. With approximately 5000 live cases, almost 70% of the administrative process work is done by this system. This has also considerably reduced the Council’s spend on employing legal firms.

- *Reduced sick leave by 70%*

All staff members at the department are now able to work remotely. This has improved the work-life balance of staff and significantly reduced sick leave by a staggering 70% in the department.

- *Paper-light environment*

Legal Services operates a paper-light environment with all work undertaken electronically. This has led to a reduction in the use of paper and large storage spaces.

- *Improved work environment*

Lambeth Council now has a modern work environment, where productivity has improved. The team has seen visible operational gains, enhanced the quality of their services and employees now have the necessary flexibility to facilitate a good work-life balance.

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