



DPS User Meeting 2008

On a cold winter morning in the heart of London, DPS Clients and Staff came together for the DPS User Meeting 2008.

Set in the grand surroundings of the Law Society Chancery Lane, DPS clients were treated to a day-long session designed to deliver informative discussion about changes in DPS products and how we as a company are adapting our software in line with changes in the law.

As we draw to the end of an economically challenging year, Technical Director Scott Ridley highlighted how now more than ever, IT is vital for the efficiency of any firm. Managing Director, Osman Ismail, spoke about new innovations at DPS designed to improve efficiency, including scanning solutions such as the new Post Office application from DPS. Osman also touched on the new Probate application coming soon, as well as developments in the field of E-Convey. The changes in VAT proved to be particularly prevalent throughout the course of the day.

DPS Trainer, Tariq Hussain spoke about developments at DPS. This talk gave clients an insight into new commands constantly being developed to follow workflow patterns of businesses such as the \SEB command. Tariq went on to show delegates how to amend various screens and calculation fields to incorporate the new VAT changes. He also demonstrated how users can include a message in their letters to let clients know their office hours over the holiday period.

An important part of the DPS User Meeting is to give clients the opportunity to discuss problems or issues of direct relevance to themselves as users in a face-to-face environment. To ensure that all delegates were given this opportunity, DPS staff presented at four smaller focus groups. These groups covered Crime, Conveyancing, Cashier and Other areas of law such as Matrimonial, Personal Injury and Debt.

The Cashier breakout group headed by Zoe Herbert and Jill Grierson, covered the new VAT rates. Delegates were also shown the prepare bills function and were given the chance to ask questions. Topics covered included reports postings and various other wishlist items.

The Case Management focus groups were designed to inform clients about how their applications have changed as well as providing information on how they can improve their efficiency. DPS staff members demonstrated the Outlook Office viewer which enables users to complete all their work within one software application.

This versatile software combines case management, phone, digital dictation, task, web and text



messaging with a full power document assembly engine that allows emails, letters and documents to be assembled against cases quickly and easily. The system operates entirely within Microsoft Outlook™ as a fully integrated component.

As the day drew to a close, Scott Ridley, Technical Director at DPS, spoke about Disaster Recovery and gave a comprehensive and insightful speech on the importance of protecting hardware and software infrastructures. The day finished with a showcase of DPS products and a question and answer session.

Feedback from the day included:

“Informative, interesting and entertaining!”

“The day highlighted the potential of our system”

Managing Director, Osman Ismail commented on the success of the day: “The DPS User Meeting is important for DPS staff to keep our clients up to date with changes and developments to their systems. The feedback we receive is always positive and our clients comment on the informative and enjoyable nature of the day. This year proved to be another successful event and we look forward to meeting again in 2009.”

[Click here for more information about Outlook Office from DPS Software](#)