

DPS Personal Injury



"I've used the DPS PI system for 3 years and find it invaluable in managing my own and my department's workload" (North London Solicitors)

DPS Outlook Office/One Office can improve overall productivity by increasing the number of claims a fee earner can handle efficiently and reduces the time taken to process a claim to its conclusion. The system also reduces the number of support staff required and enables them to become fee earning paralegals. In addition, customer satisfaction increases as clients are kept updated and queries are answered quickly and accurately.

Ministry of Justice Compliance & PI Portal

DPS Outlook Office/OneOffice works in conjunction with the new electronic portal which supports the processes now agreed in conjunction with the Ministry of Justice to enable faster agreement on liability and payment of low cost RTA injury claims (between £1,000 - £10,000). The portal will enable electronic exchange of all relevant claim information and related documentation. These changes will come in to effect in April 2010.

Document Assembly

A new claim file can be opened by simply entering a clients' name, claim reference or the date of accident to produce documents to their conclusion. The system requires information to be input on the matter only once, eliminating repetitive routine typing and manually searching for information.

DPS Personal Injury automatically creates standard documents and forms from the precedent standard library using in-built intelligence. By selecting paragraphs according to specific rules or users' responses to system prompts, the system reduces the time spent on manually completing time consuming aspects of the process.

The system's design provides the tools for users with limited keyboard skills to produce their own documents from start to finish. Letters that have been produced can be emailed, faxed or printed in any combination directly from the system. This action is automatically time recorded and filed against the case.

Document Management

The system enables the user to completely automate routine and repetitive work. All information on the file history is easily accessible and information is only required to be entered once for documents to be processed to their conclusion.

Electronic Forms Completion

The DPS system allows documents and forms to be printed automatically on plain paper with all case details completed. This removes the need for pre-printed stationery.

When documents and forms are prepared in this way, the cost involved with printer management and high storage space requirements are removed and only low-cost plain paper is required. In addition, letters and documents are produced quickly when printed directly on plain paper. The system also enables documents, letters and forms to be amended easily to encompass individual or firm-specific design requirements.

Claim Notification Form (CNF)

When a claim opening form is run, the system automatically determines the Funding Mechanism, Type of Claim, Claimants and/or Defendants involved, Accident Details etc. If the system has determined that the claim is an RTA, the CNF form will automatically be completed.

Time Recording

A full time recording facility is incorporated within the system. Time can be recorded in two ways: either the time can be manually input on the screen, or an electronic 'stopwatch' can be switched on and off as necessary to avoid missed and inaccurate time recordings.

A record of disbursements, telephone calls and correspondence is maintained. This information can be displayed in an instance for any matter and is available for billing purposes.

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DPS Personal Injury cont....

E-mail Integration, Post Room and Case History

All documents produced by the system are automatically costed, time recorded, tracked and document managed. The workflow process automatically creates and completes tasks, ensuring efficient task management.

Any task that arises from the completion of an action will be saved automatically against the appropriate fee earner's task diary. In addition, any tasks associated with Outlook™ will be added automatically to the task diary. In this way, the system records a full case history complete with reminders of the next step or steps required.

DPS Personal Injury is linked with Outlook™ and automatically files any incoming and outgoing emails against the corresponding matter. This facility instantly increases the firm's billing potential, providing them with an accurate number of emails sent and received and eliminating errors in the number of emails billed.

Incoming post can be scanned and attached to cases. The scanned image is sent by email to the appropriate fee earner through Outlook Office/OneOffice and a copy is attached to the file.

Fee Earner Tasks

Outlook Office/OneOffice tracks all work completed on the file and saves anticipated next steps according to the workflow in the task diary. When a fee earner logs into the system, they are able to view what work needs to be completed on any file on that day, and any tasks carried over from the previous day.

From one screen, the fee earner can: view the whole file history; compose emails, write letters or make phone calls; reschedule tasks to another day for another fee earner, and complete tasks. Supervisor users can view tasks for other users and take actions on behalf of them or assign tasks to other users.

Workload & Work Done

From a single screen a fee earner can view all the work assigned to them including emails in, letters in and scanned images. Fee earners can also view work already completed by or on behalf of them from the same single screen. Even the fee earner's postal items can be viewed electronically.

When a supervisor comes to review a file, they can view exactly what work has been assigned per user in any one day or period of time. The supervisor can also view what work a user has completed or had completed on behalf of them. This information can also form the basis for report creation.

Accounts Integration

All One Office systems integrate seamlessly with the DPS Cashier Accounting system to provide a complete office management system for all users within your firm. DPS Cashier Accounts can be added at a later date if required, and enables users to benefit from a single database of case and accounts data, with accurate WIP figures available in both. This integration also eliminates the duplication of data entry and gives fee earners access to the ledger card to input accurate information on the case.

The design reduces the time spent on input and checking data on two systems, while ensuring that accounts data is kept fully up-to-date on case files within all systems.

All DPS modules integrate effortlessly with Microsoft® Word 97 and 2000 to allow existing precedents to be incorporated easily.

In addition, the provision of a commonly used interface such as Microsoft® Word increases acceptance by users, and reduces associated high costs of training to the firm.



For further information and to view our online demonstrations visit www.dpssoftware.co.uk.
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