

DPS Personal Injury

DPS can improve overall productivity by increasing the number of claims a fee earner can handle efficiently, and by reducing the time taken to process a claim to its conclusion. It also reduces the number of support staff required and enables them to become fee earning paralegals.

Customer satisfaction increases because clients are kept updated, with queries being answered quickly and accurately.

Ready to Use & Amendable Workflow

A complete set of procedures for Personal Injury and Clinical Negligence claims are supplied with the system. This includes all the necessary forms and documents for claims handling and processing. Each stage is detailed and should certain predefined criteria be hit then the system 'kicks' out messages to appropriate supervisors for manual intervention. The workflows give you the power to prevent selected users from performing certain tasks without supervision or from even starting to process a matter until certain criteria are met, for example, a no win no fee agreement has been logged on the system. The workflow rules are all user defined, though a pre-set rule is provided. The workflow is flexible enough to allow more experienced users to override rules, however an audit trail is still maintained.

Document & Form Assembly with Centralised Database

A full database of documents and plain paper forms are provided with the system, over 700 up to date legally checked precedents that build according to the matter.

The file opening form collects information about the case and passes it to all documents and forms that require it. This means the relevant information is only entered once. Case contacts such as experts, hospitals, insurers and others are held in a centralised contacts database. Meaning that if their details are needed they are simply called in and never need to be retyped.

If a contact moves address or any of their details change, then amending the information automatically changes it in all the matters that the contact is attached to.

Case data is merged into forms, letters or documents but uniquely rules can also be applied at the time of document assembly so that certain paragraphs are used under certain predefined circumstances. Meaning that although it is automated, no letter or document is standard. They are produced using no more than 1 or 2 clicks. If a produced letter needs to be amended then the user can dictate changes straight to the system for transcription by the secretary at a later stage. For users with keyboard skills, changes can be made there and then with no danger of amending the source templates.

The systems' design provides users with limited keyboard skills with the tools to produce their own documents from start to finish.

Letters that have been produced can be emailed, faxed, printed or a combination of all three directly from the system.

Digital Dictation Integration

Fee earners can use DPS Personal Injury integrated with DPS TeamTalk to produce one off letters; these simply 'head up' a document. They can then dictate straight into the system. Their dictation and the 'head up' letter are sent to their secretary or an outsource worker for transcription. The person doing the transcription then types straight into the sent document, this helps to avoid the most common spelling errors in names and addresses. Once the work has been done it is sent back and DPS presents this to the fee earner for checking. Once checked the document can then be printed. Throughout this process the document is always held as part of the file and is accessible by any user that has authority.

Electronic Files, Post Room & Case History

All documents done through DPS will automatically be costed, time recorded, tracked and document managed. Any task arising in the future because an action has been completed will be put into the appropriate fee earners task diary. Tasks associated with OUTLOOK™ will be added, again automatically. In this way the system keeps a full case history with a reminder of the next step or steps required.



Continued overleaf.....

DPS Personal Injury cont....

Electronic Files, Post Room & Case History cont....

DPS has links to OUTLOOK™ that allow any incoming emails to be collected by the DPS Email Agent and be attached to files automatically. The 'agent' scans the DPS Email Agent and be attached to files automatically. The 'agent' scans for incoming emails and attaches any that are related to DPS files straight into that particular file. It will also simultaneously update the relevant case handlers in tray. This is all done in the background with no user intervention.

Any other type of document, such as faxes or scanned documents, can be attached to a file using DPS Post Room. Post Room allows users to attach incoming documents or emails to DPS matters without actually having to open the case file.

Fee Earner Tasks

DPS Personal Injury tracks everything that has been done on the file and also puts in the anticipated next steps according to the workflow. The fee earner can log into DPS and automatically view exactly what they need to do on any file on that day and any task that was carried over from the previous day. Fee earners can view the whole file history from a task, take actions such as emails, write letters, make phone calls, reschedule tasks to another day for another fee earner or complete tasks all from one screen.

Supervisor users can view tasks for others and take actions for them or assign certain tasks to other users.

Workload & Work Done

Fee earners can view all work that has come in for them (emails in, scanned images), or work that they have done or had done for them from a single screen. This means that they can view all their post out or in electronically.

This means that for file review a supervisor can view exactly what has come in for a person in any one day or period. They can also view exactly what work a person has done or had done for them in any period. This can also form the basis of reports.

Progress Reports for Work Providers & Clients on the Internet

DPS can publish information at three levels. Level 1 is where the milestones of a case are published along with the next anticipated step. Level 2 is milestones, next step, and case history, whilst level 3 is everything including documents that are held against the case.

The practice can choose what level to publish information. This can then be viewed by clients, agents or other authorised persons on the internet.

The information is published live and with no user intervention, there is no internal procedure to follow as the system does all the work itself according to predefined rules that can be changed by the practice.

Text Messaging

Users can also create templates and workflows that include text messaging. This means that the workflow automatically sends SMS messages when key events are reached. The file history then contains the sent message and uniquely the confirmation that the message was received by the recipient.

Accounts Integration

DPS Systems integrate seamlessly with our Cashier Accounting system to give you a complete legal office system for all users within your firm.

You can also add Cashier at a later date, the benefit of integration is real-time, and in fact only one database is used for both systems.

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.



For further information or to book a demonstration of this or any other DPS application please call us on 020 8804 1022 or email info@dpssoftware.co.uk.

DPS Software, 288 Southbury Road, Enfield, Middlesex, EN1 1TR