

Chambers Management

The solution of choice for forward-thinking chambers

MLC offers a true commercial advantage by providing business management tools that maximise barrister & clerk efficiency, monitor business performance in real-time and streamline business processes that in turn deliver improved customer service, better client retention and greater revenue growth.

Sector >

Legal

Project >

Barristers chambers looking to improve diary management and chambers processes with MLC in the cloud.

"The introduction of 'less-paper' working gives our barristers, who are traditionally mobile workers, the ability to service clients in a secure and flexible environment, while enhancing the speed and reliability of that service."

Chris Ronan > Chief Executive > St John's Buildings

Honed from years of industry experience MLC is the result of considerable investment and has been developed on the latest technology platforms to deliver scalable, innovative functionality and a user-focused interface designed to the exacting demands of our progressive chambers community. Our Agile approach to software development allows us to deliver value to the market quickly, take advantage of the latest technology developments, and address any changes to the legal landscape with speed.

The solution of choice for forward-thinking chambers

MLC offers a true commercial advantage by providing digital business management tools that maximise barrister and clerk efficiency. It monitors chambers' performance in real-time, offers mobile working and streamlines business processes that in turn deliver improved customer service, better client retention and considerable revenue growth.

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Your digital diary, accessible everywhere

The integrated diary within MLC provides an indispensable tool for the management of chambers. With the release of MLC Mobile, it is now accessible on the move through multiple platforms, offering flexibility for all barristers. The colour-coded system gives an instant visual

reference of bookings whether provisional or confirmed, and indicates if there are work items and fees assigned or billed against each booking.

True business intelligence

The advanced reporting capabilities in MLC enable chambers to closely and effectively monitor performance in real-time and against a wide range of criteria. MLC allows you to build tailored reports to help identify strengths and weaknesses, providing real insight into past performance and helping to plan for the future by identifying opportunities to expand services and revenues.

Having all the required information at your fingertips allows you to understand the performance of chambers in real-time, with cases updated on the move. Our system allows you to enable push notifications of scheduled reports directly to your inbox or homepage, which you can now access through MLC Mobile.

Personalise your experience

You can instantly see the information important to you with MLC's customisable home page. Access your diary, see key contact and case information and view KPIs - all within a bespoke and secure working environment.

Streamline case management

The comprehensive case management package within MLC is designed to ensure you have total control over in-progress work. MLC's Case Collaboration is unmatched, and allows chambers to hold all case data in a centralised, encrypted EU-based Cloud environment. You can create and clone case records and manage your case workflow, dragging and dropping documents onto the case with ease. With streamlined fee processing capabilities and complete case automation, MLC allows not

MLC - The complete chambers management solution



"I predict a 20% increase in the amount of work being billed, purely down to more efficient time recording by the barristers and I anticipate the system paying for itself within months."

Keith Plowman >
Senior Clerk >
Ten Old Square

only a faster turnaround of payment but also a substantial decrease in overheads.

Simplify billing

Billing is a deeply integrated part of MLC and its simple approach removes the daily headaches that come with managing fee notes. Preview, print and email bills from an intuitive wizard, while the CFA, invoicing and Graduated Fee capability built into MLC allows claims to be produced efficiently and accurately with a click of a button. Another paper-lite function we offer is the ability to email fee notes, claim forms and letters - which will improve customer service and reduce running costs.

Deliver better client care

The better your client's satisfaction with your relationship (not just the services offered by your chambers), the greater the likelihood they will stay with your organisation for the long term. The intuitive Customer Relationship Management (CRM) module within MLC gives greater visibility of your client relationships, providing instant access to a wealth of information from all interactions, which in turn will improve retention and allow you to deliver a first-class service.

Manage your email effectively

The advanced email integration within MLC streamlines work processes and reduces the time to complete tasks by allowing users to email directly from within MLC or via Microsoft Outlook. The addition of drag and drop functionality for attachments, and quick dragging of emails for storage, further enhances this time-saving capability. The up-to-date functionality within MLC means chambers have the digital tools to attract and keep new clients,

for example being able to engage effectively using the sophisticated MailChimp marketing integration.

Protect your data

We take data protection very seriously, and the security measures we enforce within MLC are unparalleled for chambers management software. The General Data Protection Regulation (GDPR) requires strict compliance, and MLC offers a set of tools to aid chambers in meeting these obligations. A tool called Data Retention Policy Management is there to enforce document destruction dates and reduce physical workload. Another of our priorities is client data security, which is made easier with MLC's central administration rights, enabling permissions to be assigned to individual users, so there is control over what information is accessible.

Mobility with MLC

With Outlook integration of diaries and tasks, MLC is the perfect partner for your hectic working lifestyle. MLC Mobile is an innovative addition to chambers that demonstrates the true power of digitisation. Partnered with Dropbox Business, MLC Mobile uses the Cloud to store case documents, meaning barristers and clerks can action tasks on the go with uncapped flexibility.

Improve the quality and use of data

Improve the quality of your client data, maximise the impact of any marketing activities and assess with clarity the performance of your business with the powerful data cleansing tools available within MLC.

"The drag and drop email functionality in MLC saves us around 20 hours a month."

Marc Newson >
1st Junior >
2 Dr Johnson's Buildings

"MLC and the mobile toolkit will give us the tools needed to provide our management board and individual members with better, accurate and timely performance and business development information based on nuanced analysis."

Robin Jackson >
Chambers Director >
3VB

Achieve business continuity

From scheduled data back-ups to fully integrated disaster recovery (DR) solutions, we can provide a suite of business continuity options to ensure you're covered for any eventuality. For further details, contact your Account Manager.

A brave new world

Our years of experience working alongside barristers and solicitors means we are perfectly placed to know the requirements of both markets, and can ensure our software enables you to work well together. With extensive knowledge of the latest regulatory changes such as GDPR, streamlined and centralised case management, plus the ability to work in an agile way on the move, we know MLC is the platform of choice for chambers looking to take maximum advantage of the evolving legal marketplace.

There when you need it

Our dedicated support resource, available at your fingertips, is a valuable part of our chambers management solution. MLC offers application-wide help, accessible from any

screen within MLC, providing a constant library of educational resource that is always there when you need it.

Support all the way

Our dedicated, knowledgeable and experienced support team offers a full suite of professional services. From bespoke consultancy to on-site and remote training courses, our team of experts is on hand to give you advice when you need it.

About Advanced

Advanced has over 20 years' experience providing software to 5,000 law firms, barristers' chambers and coroners' offices in the UK and Ireland. Our innovative and easy-to-use solutions help our customers improve efficiency, increase income and make better use of data to enhance client service. More than 50,000 legal services staff use our solutions every day, including integrated chambers and case management, electronic forms, CRM, business intelligence, skills and resource management, document imaging, HR & payroll and mobile solutions.

More information w oneadvanced.com t +44(0) 8451 605 555 e hello@oneadvanced.com Ditton Park, Riding Court Road, Datchet, SL3 9LL Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is Ditton Park, Riding Court Road, Datchet, SL3 9LL. A full list of its trading subsidiaries is available at www.oneadvanced.com/legal-privacy

About Advanced

Advanced has over 30 years' experience providing software to 5,000 law firms and barristers' chambers in the UK and Ireland.

Advanced helps customers improve their overall partnership and chambers performance, specifically cash-flow and profitability. Its innovative and easy to use solutions help improve efficiency, increase income and make better use of data to enhance client service.

More than 50,000 legal services staff use Advanced's solutions every day, including: integrated chambers and case management (including workflow); electronic forms; customer relationship management (CRM); business intelligence, skills and resource management; document imaging; HR & payroll and mobile solutions.

More information

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