



Modern thinking Chambers, embracing a new age of digital working use MLC

Over 1,000 barristers now use the MLC Mobile Toolkit, using Chambers' management on the go, with online access to documents in the Cloud, safe in the knowledge that the General Data Protection Regulation (GDPR) compliance is fully catered for.

MLC v5 revolutionised the way Chambers work, reducing time spent, incurring less cost and with an increase in billable time:

- > Mobility – With a client, in court, in Chambers or simply on the go
- > Cloud documents – All documents, stored, retained and, managed collaboratively in the Cloud
- > Integrated marketing – Improve client retention and customer acquisition

It is widely accepted in the market, that MLC v5 was the solution that was needed. It allowed Chambers and barristers to work in a different manner; to embrace digital ways of working, drive out cost and embrace customers and partners in a more collaborative way. It is now time for MLC v5.2, to build on that success and to show that the valuable feedback we receive from our clients is included in our product development.

MLC v5.2 delivers:

- > Mobile Reporting
- > Enhanced Case Collaboration functionality
- > Case Security
- > Case Categorisation

Mobile Reporting

The phenomenal success of MLC v5, with its Mobile Toolkit, has revolutionised the way more than 1,000 barristers work day-to-day. We received valuable feedback including the desire to generate reports on the go, whilst consuming the mobile capabilities of MLC. Mobile Reporting is now available, allowing a barrister to generate

the core reports directly from a mobile device including:

- > Work done
- > Payment summary
- > Aged debt

In addition, these reports can be delivered directly to MLC Case Collaboration; alternatively, for those that prefer, these can still be delivered via email. With MLC Mobile, barristers can simply select key pieces of information which, are delivered to their workspace under a new folder.

Improved Case Collaboration functionality

We fully understand the heavy reliance on email, and that's why MLC Case collaboration makes it easy and logical for barristers and clerks to store and access documents in a single secure location, eliminating the need for different systems and different logins. With Case Collaboration, sending case documentation, which is sometimes highly sensitive and confidential, is significantly more protected with MLC.

We have further enhanced MLC Case Collaboration to include the following features:

- > Automated file requests – Chambers' client receives a link that allows them to deposit files directly into MLC Case Collaboration
- > Notification suite – centralised notification and management of the automated file deposit, electronically notifying barristers when these have been received/uploaded. There is a dedicated clerk notification screen, as well as notifications in the case screen for time recording and uploading of records.

"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 > CEO > St John's Chambers

- > Usage reports – to assist Chambers in the roll-out/adoption of Case Collaboration in the clerks' room.

How this can benefit you

- > Regular updates – Instead of sending documents via post or email, an open case link allows continuous collaboration. Solicitors can regularly update barristers with new documents as the links are open for the life cycle of the case.
- > Increases productivity – A new File Request screen shows all the file uploads received against all Cloud cases. This increases productivity as clerks can then view all cases in one place and action the documents received.
- > Faster management of cases – Our new File Request screen can also be filtered to narrow down the list of cases, therefore, clerks can view the case related to their team and can view the most urgent cases first and they can be dealt with straightaway.
- > Prevention of errors – A file request can be closed by setting a case complete date, this keeps the number of live file requests to a minimum and prevents a solicitor from uploading documents to the wrong case.

Case Categorisation

Case Categorisation is now available in MLC v5.2, which tracks case types even more accurately, transferring the details into reporting and consequently ensuring better qualified direct marketing to clients.

This new module is more effective, with focussed marketing campaigns from better case and contact data. Case categories are available while building marketing lists, as well as being accessible to be selected in key report details which can be analysed.

How this can benefit you

- > Flexibility – Clerks can set up bespoke fields, meaning categories can be tailored to the requirements of your Chambers.

More information

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- > Time saving – Will ensure that you won't waste time marketing to the wrong set of clients as you will have a better understanding of where the value lies.

- > Engage prospects – As well as retaining existing clients by providing first-class customer service, our effective marketing tool allows you to easily attract prospective clients and sets you apart from the competition.

Case security

Our new Case Security functionality provides enhanced features to ensure Chambers can adhere to confidentiality; extremely private cases can have named clerks assigned to them. Case Security ensures that only clerk users given permission to view cases will be allowed accessibility, all other users are blocked.

How this can benefit you

- > Enhanced confidentiality – We have gone one-step further to assist with security and privacy by developing the restriction of Ethical Walls Administrators for cases if required.
- > Increased security when on the move – Case Security is extended to both MLC Mobile and MLC Case Collaboration, clerks can have the confidence to use our app whilst on the move, knowing that the case privacy is maintained.

How to upgrade

Contact your Account Manager or our Support Team now and book your upgrade. For all customers booking an upgrade before 30 November 2018, we will be offering a 10% reduction on training days to ensure familiarisation with MLC v5.2.

"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**

