

FWBS – pioneering technology for legal professionals

For over a decade, FWBS has led the way in providing leading-edge technologies to help legal professionals to manage their business.

OMS Matter Centre is the major innovation from FWBS – but there's a great deal more available to help legal professionals streamline their operations.

Indigo Practice Management

The ultimate back office practice management solution, Indigo Practice Centre utilises the most up-to-date Microsoft technology platform, to take practice management to new levels of easy-to-access management information, giving you greater control of budgets and cash flow to deliver greater profitability.

Indigo Practice Centre offers you advanced features for controlling costs, managing funds and maximising profitability. Positioned to drive an early return on your investment, it is also quick to install and supremely easy to use.

Specifically written for Microsoft SQL Server, to deliver robust performance that requires minimum support, Indigo Practice Centre will perform well into the future.

What's more, it has been designed to work seamlessly with OMS Matter Centre allowing you to benefit from the most advanced firm-wide solution ever.

HIPS

www.HIPSworld.com is an innovative online software solution that allows estate agents and law firms to create and distribute home information packs (HIPs) quickly and easily.

Rather than employing the services of a pack provider, the entire pack procurement process is performed smoothly online. Pack requests made by agents are processed at www.HIPSworld.com, with component providers, including law firms, search companies and home inspectors, automatically instructed to provide the details necessary to complete the pack.

When all three component providers have made their contribution, the information is collated into a single PDF document which can be printed and emailed to interested parties or delivered online through the secure website.

The fact that the process takes place online and the ease with which the packs are produced means training needs are kept to a minimum, saving time and money.

Online Conveyancing

The LFS software permits estate agents and law firms to transact conveyancing cases via an online service.

Agents can have their own conveyancing panel where they can offer quotes, instruct and track cases online. LFS then handles the payment of referral fees and provides both agents and lawyers with a suite of management reports that allow them to stay in control without the need for external panel managers. This enables the law firm to maintain and enhance their business relationships.

The product also helps law firms sell their services by offering online instructions, commission payments and 24/7 case updates to their clients. 'White label' branding enables the agent to present a professional look and feel.

To find out more,
visit www.fwbs.net or ring 01327 322900



Pioneering technology for legal professionals

OMS MATTER CENTRE

FWBS



WWW.FWBS.NET
WWW.MATTERCENTRE.COM

Matter-centric front office management for law firms

Developed by FWBS, the UK's leading supplier of advanced solutions for the legal profession, OMS Matter Centre is a complete matter-centric front office management system designed specifically for law firms.

Recognised by Microsoft as a leading technology innovator, FWBS developed OMS Matter Centre to deliver an office management system that integrates perfectly with the familiar functionality of Microsoft Office, right up to the latest Office 2007 version.

Because OMS Matter Centre works within Microsoft Office, lawyers and law firm staff can work comfortably with familiar technology. Email, diary entries, contact details and information contained in Microsoft Word and Outlook are all automatically stored against and retrieved from matter files allowing for unprecedented levels of efficiency and control.

Today, 400 firms in a dozen countries use OMS Matter Centre to boost productivity, increase client satisfaction and improve profitability.

The means to boost productivity

Email and Document Management

OMS Matter Centre allows you to maintain rigorous control over email policy while gaining major efficiencies in management and practice. You can easily profile incoming and outgoing email, very simply, working the way Microsoft Outlook does, allowing firm information to be brought alive as part of the client and matter data.

Email and attachments are available to any user with authorised access to a particular client or matter via the matter-centric view, enabling knowledge to be quickly shared between interested parties. In addition, by using metadata tags you can track the route an email has taken, so users know exactly where the email has been and who has received it.

Efficient document management is realised with a single repository for all information relating to a specific case, including Word files, emails and attachments, Excel data and miscellaneous scanned documents. This provides you with a structured matter-centric view of information, with automation used to maximise productivity.

Smart Docs, Task and Research Panes

OMS Matter Centre provides a variety of useful paths to the information you need based on your specific needs. Each path cuts research time dramatically, so you'll spend less time searching and more time providing a better service to your clients.

A direct link to precise information will help you fill out case forms, use relevant company precedents and ultimately, complete documentation and client work more quickly. Errors are reduced with direct access to critical information which will reduce the firm's risk exposure.

- Improve individual worker productivity
- Automate repetitive tasks
- Centralise access to **all** client or matter-level information
- Integrate time capture

Document Assembly and Precedent Management

All standard templates such as letterheads, memos, meeting notes and file notes are all centrally stored and easily managed, allowing for case documents relating to a specific matter to be assembled quickly. Different formats including email and Word are catered for, while tools that allow for advanced filtering and automation further ensure document assembly is simple and time efficient.

The ability to manage precedents and templates is a major facility of OMS Matter Centre. Precedents are stored in their own library and conveniently organised into categories of department, work type, addressee and template type for processing high volume workloads.

Precedents and the ease with which documents can be assembled make it easier for staff to conform to office standards and greatly improve efficiency in processing cases.

Milestones and TaskFlow

A management tool that provides client and departmental resource management, as well as case load review *en masse*, Milestones can be used to provide a prompt for fee earners, status information to the client, measurable performance targets and top level reporting on case activity.

The TaskFlow solution executes within the Microsoft Office environment, thus interacting with activities required as a matter progresses. It automatically checks off stages of receipt of information, document production or other defined steps, allowing the processing and management of tasks to be performed with unprecedented efficiency.

Contact and Client Management

Registering client and contact details is easy with Takeon Wizards, and role-based security functions ensure only authorised personnel can input, remove and amend client details. For extra protection, there's built-in security checking and conflict searching, as well as event logging offering greater insight into client-based activity.

In addition, front office applications and back office applications can be synchronised to create a truly integrated environment. Information relevant to different departments can be easily shared allowing for better management, improved control and coordination, and an improved overall view of contact with clients.

Powerful Database

OMS Matter Centre is fully supported on SQL Server 2005, a scalable and reliable database server that grows as your business grows. For you, this means faster, more efficient delivery of information no matter what size your firm is.

Replication and multiple branch support provide robust options for resilience and disaster recovery.

Command Centre

The Command Centre provides you with an overview of the current workload at a glance, allowing staff to better manage tasks and managers to reallocate work across teams quickly and simply. Client configurable, the Command Centre facilitates the management of tasks, reviews, case milestones and appointments in a central location. It also offers the means to manage and minimise risk and monitor escalations more effectively.

A Made-to-Measure Solution

OMS Matter Centre can be designed by you to work for you. You can customise your own screens to capture additional data as you wish, tailor features on matter processes, and even alter your ideal client and contact maintenance approach.

By enhancing data capture specifically for your firm you can maximise the use of marketing and business management reporting while providing a more user-friendly environment.

The beauty of the OMS Matter Centre bespoke approach is its extreme simplicity of use, and the total control it provides for tailoring the solution to the firm.

The key to working smarter

Typically, the information held by law firms has taken the form of disjointed systems each holding their own islands of information.

Accessing information is hindered by data being spread across accounts and financial systems, office automation and word processing packages, client relationship management, document management, case management applications and email systems.

OMS Matter Centre succeeds in combining these diverse information sources in a seamless way. By automating the task of pulling all the documents, notes and correspondence relating to a particular case together, OMS Matter Centre makes it easier, less risky and more commercially viable to create a truly joined-up legal practice.



Arguably one of the most significant innovations in Law Office technology that we have seen for many years.

Charles Christian, Editor of Legal Technology Insider and award-winning industry analyst

It's easy to find information in OMS Matter Centre, which is a massive benefit to users from a time and billing perspective. People are much more productive.

David Pearson, Chadwick Lawrence

We immediately started to see the benefit. It was very easy to implement and train up on. In fact, some of our people didn't need any training at all, it's so familiar and intuitive.

David Pearson, Chadwick Lawrence

Ideal for the next generation of Microsoft products

Launch Partner for Microsoft Office 2003, FWBS is once again pioneering the use of the latest Microsoft technology: the Vista operating system and Office 2007 software. This delivers a number of new usability benefits for practices using the latest Microsoft operating system.

• In Vista, you can quickly and easily record the time it takes to complete tasks, using timers linked directly to OMS Matter Centre. By providing a more realistic picture of time spent on a particular client, you can be assured of greater control when billing for your services.

• Vista also allows you to specify what client information is important to you and have that information delivered using RSS feeds technology. Not having to locate the relevant information will save you valuable time.

• Running OMS Matter Centre with Microsoft Office 2007 allows for enhanced multi-tasking capabilities. Users can define panes and work on Word files alongside associated documents in a split screen environment. All the information you need is at hand so you don't have to open and close different applications to source the information you need.