



### The Business

Russell Worth Solicitors, based near Plymouth, are a very experienced large solicitors practice specialising in Personal Injury. They have over 30 solicitors expertly trained to deal with personal injury claims.

Specific areas are in criminal injuries compensation, work accident claims, industrial illness and product liability issues.

### The Challenge

The legal market place is extremely competitive and operational efficiency is of critical importance as fixed fee services are being introduced by the Government. Russell Worth needed a bespoke workflow creating to satisfy the needs of the New Business Enquiry teams operations.

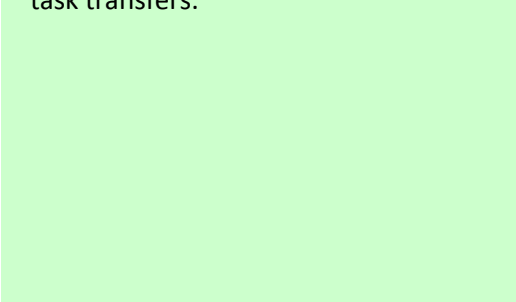
The challenge was to transcribe the current paperwork based, business operations into a scripted, controlled, quick case management system which additionally facilitated highlighting potential high value cases.

### The Solutions

Database entities, screen design, workflow, maths items, word integrated templates were all created based on a newly designed business process.

Consistency of screen design and navigation was implemented with clear help indicators and 'what happens next' and traffic light flags.

On completion of NBE process – automatic data transfer to matching screens and fields in the 'Live' instance of Proclaim was automated as well as automated letter production and history and diarised task transfers.



Talk to us today on  
**01704 833030**  
[enquiries@it-developers.net](mailto:enquiries@it-developers.net)