

A Neat Legal Services

Proclaim®

Eradicating delays in cost recovery with Proclaim

A Neat Legal Services is one of the leading legal costs firms in the UK, specialising in claims including clinical negligence and catastrophic injury. The firm employs over 40 staff to serve a client base throughout England and Wales.



The Challenge

Traditionally, upon the settlement of a claim the corresponding paper file was couriered from the law firm client to A Neat Legal Services. The organisation was looking for a way to streamline both this traditional delivery process, and internal processes with a view to enabling greater efficiencies - all while reducing "paper reliance".

The Solution

The Proclaim Case Management system was implemented to provide a complete, centralised desktop solution for the firm's file handlers and negotiators. Proclaim provides a completely configurable user interface to enable A Neat Legal Services to create bespoke screens and information pools. The system also allows fully electronic file transfer, providing a completely new way of receiving files from clients.

The Results

Clients are now able to send a complete claim file electronically, allowing fee earners to start work immediately for much swifter production of bills. There is no longer a need to print and courier-drop paper files which represents a huge cost and environmental saving. Automated processes and workflows, on receipt of client data, have reduced the amount of time spent on administration by 20% per person.

The forward thinking firm continually looks for innovative ways to improve processes and service delivery. The changes proposed as part of the Jackson Reforms mean that fee earners will be required to work on live cases in order to regularly monitor costs and compare budgets. A Neat Legal Services will be utilising Proclaim to receive periodic updates through the life of a claim, maintaining tight control of financials and adhering to court timetables. With Proclaim, the firm can confidently keep pace with the changes faced by the costs profession.

Bespoke Case Management solution

Jackson Reforms future-proofing

Electronic receipt of file and costing data

Huge reduction in administrative overhead

"Using Proclaim, we can keep pace with the myriad legislative changes faced by the profession."

Andrew Neat (Principal)

