RUBIX ABC

Achieve increased profits

Business efficiency

Cut Costs

Business Process Accelerator

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WHAT IS RUBIX ABC?

Rubix ABC is a software platform that provides operational business efficiency. The system recognises key tasks required to progress cases and extracts this information and passes it to the software. An administration team work on a dialler to collate the required information to move cases forward.

The Rubix ABC user interface is updated with the required information and the software will transfer the collected information back into your case management system enabling the case details to be updated and the case progressed.

The immediate impact of the software is to remove from case handlers basic administration tasks and information gathering which is instead automatically passed to administration handlers leaving the case handlers to work on legal matters and progress cases.

The system does not rely on an individual requesting tasks to be performed. It works behind the scenes in real time.

The software is programmed for your business. Whilst the technology is 'off the shelf' the Rubix team will work with you to understand your business and how it operates to ensure the software is programmed to meet your needs.

Further programming of the system can be undertaken by the Firm's own staff.

"Legal services achieved the lowest customer satisfaction score compared to other sectors." – (source Peppermint technology research report)

KEY BENEFITS

Expense Reduction - The software is proven to reduce expenses by up to 40% through enhancing fee earners time which enables them to concentrate on legal decision making. The case handlers become super-efficient as they only work on fee earning tasks.

Reduction in case life cycles – Through automating the collation of information and feeding this into the case management system, cases are progressed automatically without the need for case handlers to control the task. The result is that information is obtained quickly and efficiently and cases move through

Reduction in expenses (staff) – Due to more efficient case handlers and reduced case life cycles firms have the option of increasing their input of new work or reducing headcount as handlers can manage up to 100% more cases.

75% of customers believe it takes too long to reach a live person. This often includes phone trees or automated systems" (Source: Harris Interactive)

Saves Costs – There are a host of other expense savings that can be realised. For example getting your staff onto the phones reduces postal costs. The software talks directly to your case management system so there is no re-keying of information. Fewer staff results in space savings.

Increases Solicitors fee earning time – As case handlers are no longer chasing data and information it frees up their time to focus on actual fee earning work. In addition, as information is delivered to them in an automated time table, tasks present themselves for immediate handling.

KEY BENEFITS

Client satisfaction – As the phone is the primary method of communication to chase for information, clients are spoken which has a dramatic impact on positive feedback. Too many lawyers rely on written communication to their clients and this software makes the phone an essential business tool and customer feedback improved as a result.

Easy to use – The front end system is easy to use for the administrator and produces quality management information for the management team.

Integrated into CMS – The system does not require you to amend or change your case management system. Rubix ABC will sit alongside all work flow based case management systems.

"67% of customers have hung up the phone out of frustration they could not talk to a real person." (Source: American Express Survey, 2011)

Quick install and set up – A typical install will take 4 – 6 weeks from order to implementation. The time difference will depend on the number of task running through the software and how many departments or work types will use the system.

Applies to all work types – This solution works across all work types. If information and data is needed to progress a case Rubix ABC can be used to drive cases forward. Current installations have been effective in personal injury, conveyancing, re-mortgage, debt and commercial litigation.

Can progress your work flow automatically – As the software will export output directly into your CMS this means your CMS can be programmed to recognise that action and automatically move the case to the next one.

HOW DOES IT WORK

Rubix ABC will talk directly to your case management system and recognises when tasks are required or overdue and schedule them to be chased

Case handlers can also place ad hoc calls into the system directly from the CMS interface. A particular date and time they can schedule from the CMS a call to be made by the administrator and the caller transferred.

The administration team work with a dialler which processes calls automatically. It will recognise when a user (or users) are logged on and will automatically dial when a user is free. It does not rely on individuals triggering the call which ensures maximum use of the resource and system

Each call has a count down before dialling enabling the administrator to read the script or instructions enabling them to engage fully when the call is answered.

If the call connects the user is able to use the front end system to record the outcome of the call and take action that is required such as update the CMS with the information obtained or re- schedule for a further chase as the task was not closed

The system will recognise when a call is answered, not answered or goes to an answer machine and where appropriate will automatically schedule a repeat call. Repeat call frequency can be profiled by the Firm.

The frequency and timing of calls are all programmable. This means a Firm can choose which calls take priority over others, how many calls will be made to obtain information before stopping and at what time calls can be made from and until. It is also capable of recognising when a call is being made to a business rather than an individual and schedule calls for working hours or a pre-determined time that a client may have advised to call.

It is a real time system which means that individuals can add calls through the day or as the case management system is updated by a case handler tasks can be removed, added or amended depending on the action taken.

Whilst the system sits independently of your CMS it directly interfaces through data exchange and updates the CMS with the outcome of the call. The output of the call is automatically recorded to the CMS.

The system has been designed to enable a Firm to create templates programmable by you without having to return to Rubix for further consultancy. Rubix will show a user in the Firm how to programme the templates enabling items to be added and removed as experience grows.

The system is web based which means it can be used remotely. Firms can choose to have a team of administrators centrally managed or administrators can be in different locations but all interface through a hunt group and work remotely as a team.

CASE STUDY

A Medium sized law firm, 3 offices across the UK with multiple departments. They needed a solution for their PI department to reduce costs and improve efficiency due to falling fee income.

That has a total staff of 250 FTE across all departments with 42 case handlers in their personal injury departments costing £1.47m per annum. Goals were to improve case life cycles by 1 month and reduce expenses by up to £500k.

1 in 5 law firms make a loss, with 13% being "close to ceasing to trade". (source Peppermint technology

What did Rubix ABC achieve?

The Install and programming took 6 weeks from project initiation to go live. Within 3 months of install the fee earning headcount was reduced by **20** FTE delivering an immediate saving of **£700k** per annum. The firm was required to recruit administration staff to use the software. The total FTE recruited was 4 at a cost of £72k per annum (average of £18k per person)This produced a saving on salaries alone (within 3 months) of install of **£628k** per annum. Total estimated savings with 'on cost' is conservatively placed at £1m per annum.

The average case life cycles for RTA Personal Injury claims reduced by 3 months and fee earners were able to double their portfolio with the result being that the same number of files were handled by 50% of the staff. The reduction in floor space enabled them to move offices resulting in further expense savings. Postage costs also reduced dramatically and due to a very good telephony deal the cost of calls did not increase.

The firm was able to retain their experienced staff therefore reduced exposure to risk as quicker and correct decisions were made and their Professional Indemnity Insurer rewarded the risk profiling through a premium reduction

The Firm went onto install the software into their Debt and Property Departments resulting in further savings.

Client feedback improved dramatically with the main reason being that the Firm was engaging with their clients verbally and not sending a raft of letters. Cases were being settled quicker and client retention hit an all time high as did compliments coming into the Firm.

The staff were able to hit targets easier and achieve bonus levels. Experiences case handlers were able to undertake the more technical fee earnings tasks and were not held back by routine administration. The staff felt more valued and they were happier with the quality of work.

IMPACT IN LEGAL FIRMS
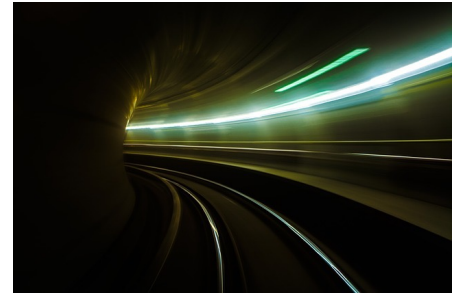
Rubix ABC will drive efficiency throughout the entire legal process; below are some key highlights that will be delivered for various legal service areas.

Claimant Litigation

- Reduce case life cycles which is important for fixed fee work.
  Maximise client contact to ensure that the client continues with their claim.
- Ability to handle more case per fee earner.
- Ensure losses are quickly captured and maximise recovery.
- Improves fee earner profitability as they can handle more cases.
- Retain higher paid and better quality fee earners as they are more profitable so you can
  pay them more
- Gathering information quicker and progressing cases quicker keeps you on the front foot and controlling litigation.
- Update the case management system with accurate real time information.
- Works for both complex and volume based work.

Defendant Litigation and claims handling

- Reduce case life cycles which is important for fixed fee work.
- Reduce damages pay-outs for your clients by settling cases quickly as cases that settle
  quicker settle cheaper.
- Ensure you always reach or exceed Service Levels set by Insurer Clients.
- Ensure companies that you have SLA's with meet those
  SLA's and provide information on time.
- Handle more case per fee earner overall reducing cost and
  enhancing profits.
- Retain higher paid and better quality fee earners as they
  are more profitable so you can pay them more
- Works for both complex and volume based work.
- With a more efficient operating model and enhanced profits that could lead to passing on savings to Insurers clients to make the proposal more attractive.

Conveyancing and Remortgage

- Reduce case life cycles which is important for fixed fee work.
- Keep in regular contract with your client gathering information and providing updates.
- Handle more case per fee earner overall reducing cost and enhancing profits.
- Update the case management system with accurate real time information.

READY TO ACCELERATE YOUR BUSINESS?

GET IN TOUCH FOR A DEMONSTRATION OR MORE INFORMATION.

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