

Integrated working with Prescient+ and Outlook add-in for Bristol Council

Bristol City Council has chosen the Prescient+ practice management system with Outlook add-in module for its in-house legal department

The implementation of Prescient+ is assisting Bristol Council's move towards an integrated electronic working environment.

With the matter and document management features in Prescient+, Bristol Council can centrally create, store and access documentation, fee earner activity and billing details pertaining to each case. The extra functionality enabled by the Outlook add-in module integrates their email application with Prescient+ to build a comprehensive case history incorporating correspondence in all formats.

Jan Freeman, Practice Manager at Bristol Council, explains how its legal team has "experienced a massive increase in efficiency by using Prescient+ with Outlook add-in".

With one integrated system, Bristol Council can generate and store Outlook emails into Prescient+, avoiding the need to switch between systems. A record of incoming emails can be easily created in the document register for the current case by using the straightforward drag and-drop filing facility. Subsequently, the content of emails is automatically indexed for easy searching of the entire database. "Fee earners can now save emails from Outlook directly into Prescient+", continues Jan. "This saves time and ensures we're using the system in the most effective way".

Outlook contacts are incorporated into the system's database and inboxes can be configured on a user-by-user basis to build up a convenient list of the most regularly contacted individuals for effortless email communications.

"We now use our Outlook contacts directly from Prescient+ which incorporates all of our internal contacts too", adds Jan. "Not only is it easy to search for client or matter details to save your email, you can also build your own personal favourites listing which again saves time when allocating recipients".

With emails safely and permanently filed away in Prescient+, users are able to delete correspondence from their own mailboxes for server space-saving advantages.

"Within Outlook, you can clearly see the emails which have been saved into Prescient+", concludes Jan. "This enables our fee earners to better manage the size of their mailboxes as those saved to Civica can be deleted with confidence".

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Jan Freeman
Practice Manager
Bristol City Council