



Legal Live for ALB

Give your clients an on-demand view of their matter

Client requirements are changing and a new generation of legal consumers' expect 24/7 online access to their information. Winning business is becoming increasingly difficult for firms who cannot keep pace with the technologies that meet client needs.

Digital communication channels are quickly becoming vital for law firms who wish to retain current clients and win new ones. Modern consumers of legal services want to know who is working on their matter and to be able to communicate easily with them. They also want fast access to information and documents and to become a part of the process to help things move forward quickly.

Many solicitors have benefitted from the adoption of technologies that meet these new expectations. They've found that secure interactions with clients, and related 3rd parties such as estate agents, don't just increase client satisfaction - they also enable matters to progress faster, reduce errors and save time spent on administration.

ALB Legal Live, our solicitor/client interface meets the needs of all involved parties. It allows data to be requested, collected and shared easily through a web browser and gives authorised users secure access to their information via any web enabled device.

Automated set-up

ALB Legal Live securely automates the set-up of users by sending them a registration link. Users simply enter their email address and choose a password to gain entry to their matters.

Clients or 3rd parties that are involved in multiple matters can get a quick overview of progress from a searchable summary screen without having to drill down for further information. Clicking on the 'View' button takes the user to a specific matter area.

Milestone tracker

The matter milestone tracker allows users of Legal Live to clearly see what stage a matter is at and what is due next.

Milestones are automatically updated by ALB giving a real time status without creating additional work for fee earners and ensuring clients and 3rd parties can obtain updates regardless of the time of day.

Client >

Leadbeater Kay

Sector >

Legal

Project >

Efficiency improvement

"Since implementing ALB it has been much quicker to supervise files and easier to work away from the office."

Debbie Leadbeater >
Managing Partner / CEO >
Leadbeater Kay >

Legal Live for ALB

Clients can now self-serve

The actions feature within Legal Live is a communication interface that allows data collaboration between fee earners and clients or 3rd parties. Forms can be easily created within ALB and then published to Legal Live. Users can enter required information and submit the form directly back into ALB, removing the need for repetitive data entry.

User-friendly date fields, tick boxes, pick lists and alpha/numeric text fields are all available to make data compilation easy and straightforward. Clients can save a partially completed form and colour coding moves them along by showing that the form is in progress, needs attention or is completed.

Fee earners are presented with the data for review before accepting the data into the ALB system.

Client self-service eradicates the need for lengthy telephone calls and paper based data collection processes and there's no additional time wasted deciphering and re-keying content.

Documents

Solicitors can easily and securely share documents with clients, contacts and 3rd parties from within the core application, reducing print and post costs and speeding up transactions by giving users instant access. The process also aids GDPR compliance by removing the need to send sensitive data by email.

The ALB user controls who sees each document and there's a comprehensive email notification system to let users know a document is ready for them to view. Access permissions can be revoked at any time.

Updates

A simple, chronological view of matter updates showing the client or 3rd party what has recently been completed and ensuring they're aware of any important information.

Notifications

A firm can choose to inform the client or 3rd party by email when important milestones, actions or updates have taken place, directing them to the portal for further information.

Matter team

Expanding on the SRA's Transparency Regulations, Legal Live provides users with full contact information for the supervisor, fee earner and any other person dealing with their matter. Shortcut buttons allow mobile users to call or email a team member with a single click.

Legal Live

Adapting to the needs of your clients and 3rd parties by providing 24/7, any device access to matter progress strengthens your communication channels without causing an administration burden.

Efficiencies in allowing clients to self-serve and removing the need for paper allows you to be more profitable and leads to higher levels of client satisfaction and repeat business. These are the core benefits delivered by this innovative, yet simple, communication tool.

Find out more

View an online demonstration showing the smooth functionality of ALB's Legal Live

[>> Click Here](#)

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