



Progress 4 Mediation

*Simplify your
case tracking
- and access it
via the internet.*

Tracking Cases

Progress Mediation is a web based mediation case management system, designed to make tracking cases easier.

Benefits

- Access case information anywhere
- Integrates LSC forms
- Generates letters and emails from standard templates
- Every template can be customised
- Generates invoices
- No software installation needed
- No site visits needed to update forms
- Experienced remote support

LSC Vendor

Protocol IT is linked to the LSC as a software vendor. This ensures forthcoming changes to LSC forms are quickly available.



A new solution...

- LSC Forms integrated
- Automated letters
- Integrated invoicing
- Track key dates and tasks
- Email integration

Introducing a new way to track Family Mediation

In March this year the government announced major changes to the divorce process. All couples wishing to make an application either for a financial remedy or in respect of a child must firstly seek mediation before going through the courts.

Thus the number of cases starting mediation is set to rise considerably over the next couple of years. This will include an increased number of assessment tests.

Cases that reach mediation need to be thoroughly documented, with case records needing to be retained for six years.

Furthermore, Legal Aid cases require complex reporting to the LSC on a monthly basis.

To meet the increasing demands for mediation, qualified mediators may find themselves travelling more and requiring remote access to their case files.

So how will your practice deal with the increased case load and documentation? The internet provides the perfect platform for our solution - **Progress Mediation.**

Online Solution

We started working with Mediators last year to devise a software solution to support them through the complex demands of their work. **Progress Mediation** is an online case management tool designed to save mediators time and money. Key features include:

- Simple input forms to complete Willingness tests quickly.
- Comprehensive tracking of the case correspondence and documentation.
- Automatic integration with all the LSC forms and processes.
- Internet access to all your files remotely.
- Over 60 letter and email templates to speed up standard correspondence.
- Integrated priority key dates to help busy practices.





Securely Hosted

All data is stored in London on a remote server. We back up all case information & files on a nightly basis with another backup server in the Midlands. Alternatively we can provide you with onsite solutions.

Support

We've been providing IT support for a number of years and know how important a timely and responsive service is. We provide telephone, email and remote support should you need it.

Product Tour

Our website details how each of the features works. Simply visit our website and select 'Product Tour' from the menu.

ProtocolIT 
We speak your language

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Simple Case Input

Our *quick case* form allows essential client fields entered in a few key strokes to enable you to process Willingness tests quickly. Once mediation is started, additional client details can be entered. This helps streamline the initial stage.

Save Time with LSC Forms

Completing the LSC forms couldn't be more straightforward. Just enter the case details during the mediation process and **Progress Mediation** will automatically complete the monthly *Consolidated Work* and *Work Start* forms. These can be printed and submitted without manual typing or calculations. The *Means7* and *App7* forms are also integrated and can be populated with client details. New forms are generated on-demand using special XML templates. Whenever new forms are required, we create them and release them online. No site visits required!

Letter & Email Templates

Progress Mediation has over 60 standard letter and email templates allowing you to automatically generate correspondence to clients and solicitors at every stage of the mediation process. Each template can be customised to your practice specifications.

Invoicing

Progress Mediation makes it simple to generate invoices. Select a pre-set invoice from the drop down list and a new invoice will be generated and added to the case history.

Track Key Dates and Tasks

Priority key dates can be created for each case and viewed online. Automated email reminders can be set up to prompt clients to attend forthcoming appointments. Case tasks can also be created as reminders at key stages of mediation or to destroy the case data after six years.

Reports

Whether you wish to see the number of open or closed cases during the past month or the number of assessments or mediations for each user, **Progress Mediation** will generate the reports. Over 30 standard reports can be viewed on screen or exported to Word to incorporate into other documents as you see fit.

Email Integration

If your practice uses email for communication, **Progress Mediation** can integrate directly into your email account. Emails and attachments can be easily linked to the relevant case at the click of a button. No need to cross reference email communication, as it is stored with the rest of the case information on our servers.

Request a Demo

If you are interested in finding out more about **Progress Mediation**, visit our website and select 'Request a demo' or give us a call. We can then arrange a demonstration or online access to the software at a time to suit you.

Modular design of Progress Mediation

