



# Progress Mediation

## Mediation case management across the internet.

### Tracking cases

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

### Benefits

- Secure case access across the internet
- Saves time generating letters and emails from standard templates
- Generate invoices quickly
- Mediator Diary management
- Messaging between system users
- Standard letter & email templates



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### A new solution...

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

## Mediator Productivity

Designed to support the new demands of mediation, **Progress Mediation** is an online case management tool to provide compliance with case recording requirements, save time and money through the stages of mediation. We started working with mediators last year to devise a software solution to support them through the complex demands of their work. Key features include:

#### Internet access to cases

Access case information from wherever you are across a secure internet connection. No need to visit a central office.

#### Diary management

Integrated mediator diary helps manage case workload. This can be viewed on **Progress Mediation** and via Microsoft Outlook.

#### Letter & email templates

180 integrated letter and email templates speed up correspondence. Custom form and template services can also be provided

#### Priority key dates

Key case dates and tasks can be associated with each case to help track progress at each stage of mediation and adhere to legal requirements.

#### LSC forms and calculator

For Legal Aid cases, integrated forms and means calculator save time when generating monthly submissions.

#### Invoice creation

Invoices generated for mediation are associated with each case. The case summary screen highlights outstanding private invoices.

#### Staged client data entry

Staged input forms speed up entry of client details. Willingness and assessment stages require essential input until case reaches mediation.

#### Appointment reminders

Automated appointment reminders by email or SMS to reduce client failed attendance.