



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

- Multiple mediators access cases across the internet
- Debtor management
- Diary management for multiple mediators
- Saves time with letters and emails templates
- Messaging between system users
- No site visits needed to update forms or templates



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A new solution...

- **Multiple location access**
- **LSC Forms integrated**
- **Automated letters**
- **Integrated invoicing**
- **Track key dates and tasks**
- **Email integration**

Practice Efficiency

Designed to support the new demands of mediation, **Progress Mediation** is an online case management tool to provide compliance with case tracking 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

Mediators can access case information across an internet connection from a secure website. No need to visit a central office.

Letter & email templates

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

Diary management

Multiple mediator diaries to help manage workload across a practice.

Full debtor management

Invoices generated for private mediation can be managed using debtor management tools.

Staged client data entry

Staged input forms speed up case entry.

Comprehensive reporting

Reporting system enables detailed breakdown of mediation statistics across the practice.

LSC forms & calculator

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

Priority key dates

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

Appointment reminders

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