

Centralise your case tracking - access it via the internet.

Tracking Cases

Progress Mediation is the new breed of case management. Designed specifically for access across the web. Making tracking cases easier.

Benefits

- No server management required by you
- Access case information anywhere
- Generates letters and emails from standard templates
- Every template can be customised
- Generates invoices
- Supports private and legal aid cases
- Store any document online
- Easily monitor client contact and improve service
- Integrates email access
- Integrates LSC forms
- No software installation needed
- Experienced support

Follow us...



Web-based Solution...

- Automated letters
- Official forms integrated
- Integrated invoicing
- Track key dates and tasks
- Multi-user online calendar
- Automated SMS reminders

The world of mediation is changing, are you ready...

Many mediators claim that their administrative systems are creaking under the volume and complexity of the work. More mediators are working out of multiple outreach locations and the demands of the Legal Services Commission can be burdensome. So how can mediation services cope?

Progress Mediation has been developed in partnership with practising family mediators. The result is a system which saves mediators time and makes their case management so much easier.

Accessible via the internet, Progress Mediation provides fast access for users, and an easy upgrade facility.

Since its launch, we continue to introduce new features as family mediation develops. The most recent addition to our portfolio is Progress Mediation Lite. Developed specifically for private mediation, this has been designed in modules, enabling features to be added as mediation grows and changes. This reduces the complexity and the cost, making it both affordable to new services and easy to use.



Online Solution

The case management software is just like a website. Once you've logged in, you access your cases, create letters, emails and a whole host of other features. Here are a few advantages:

- Modular layout design showing only the information you need
- Intuitive design requires minimal training
- Faster at opening & closing cases
- Can be accessed from any location without specialist server equipment
- Centralised multiple user access to cases, reports and letter generation
- Automated tasks created when case opened
- Automated client SMS reminders integrated with mediator calendar
- Mediator can view calendar in Outlook alongside other diaries
- Integrated instant messaging system
- Reduced postage costs using integrated email templates
- Multiple user access levels can be used to restrict information viewable to different users



Securely Hosted

All data is stored in London on a server. We back up all case information & files. Access to the data is encrypted using a secure connection.

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. Alternatively, watch one of our screencasts on YouTube.

Lite Version

Targeted at private mediation, this offers modular functionality to match your mediation requirements.



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Simple Case Input

Our *quick case* form allows essential client fields to be 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 Forms

Completing forms, such as LSC returns, 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 gives you the choice of over 200 standard letter and email templates allowing you to automatically generate correspondence to clients and solicitors at every stage of the mediation process. Custom templates can be created to suit your needs.

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 or SMS 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 50 standard reports can be viewed on screen or exported to Word to incorporate into other documents as you see fit. The "My Reports" section also enables us to generate specific reports for your service.

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 server.

Request a Demo

If you are interested in finding out more, visit our website and use the "Contact Us" page to request a demo or give us a call. We can arrange an online demonstration of the software at a time to suit you.

Progress Lite versus Full

FEATURE	PROGRESS MEDIATION LITE	PROGRESS MEDIATION
Case management	✓	✓
LSC Integrated forms		✓
Document management for case	Optional	✓
Doc U Store – non case specific documents	Optional	✓
SMS reminders - auto + instant	Optional	✓
Email integration	Optional	✓
Calendar - case integrated	✓	✓
Task list - case integrated	✓	✓
Case task presets	Optional	✓
Administrator diary	Optional	✓
Solicitor contacts	✓	✓
Internal messaging system	Optional	✓
Report Generation	Limited	✓
Letter templates	Limited	✓
Integrated invoices	Optional	✓