

**Horwich Cohen Coghlan connect to the MOJ RTA
Portal using RapidRTA from Zylpha and
process over 500 claims in the first 6 weeks**

Horwich Cohen Coghlan (www.hccsolicitors.com) are a leading UK legal practise with eight partners, employing over 100 staff, including some 60 lawyers. Integral to their delivery of high service levels to their clients are sophisticated IT systems including their Case Management system, built on Visualfiles from LexisNexis™.

What was HCC's challenge ?

In April 2010 the UK Ministry of Justice went live with a new claims process for low cost Road Traffic Accident personal injury claims and also launched an online Portal. The new process and Portal were launched with the intention of significantly speeding up the processing and payment of low cost claims by digitising and streamlining communications between Claimant lawyers, insurers and compensators. The objective was for all claims to be resolved within a shorter time period wherever possible, together with the introduction of a new lower fixed fee structure.

What was the impact on the business ?

As a high volume personal injury claim practice HCC rapidly determined that to maximise efficiency, productivity, profitability and management information that they would need to utilise the facilities of the Portal, by 'plugging in' their LexisNexis Visualfiles case management system to avoid time consuming, error prone and costly double entry of case management data into both systems.

What options did you consider and why did you select Zylpha ?

Having identified the requirement to automate as much as possible the sharing of claim information between their LexisNexis Visualfiles case management system and the MOJ RTA portal, HCC discovered that the RapidRTA solution from independent legal software provider Zylpha (www.zylpha.com), with proven capabilities with the LexisNexis case management products, had significantly greater functionality and could be implemented much more rapidly than any other options.

What was involved in the implementation ?

The Zylpha RapidRTA for Visualfiles solution was implemented very rapidly, in less than three days and came complete with a full set of pre-built integrations, scripts and screens. The MOJ RTA portal itself experienced significant teething problems in the early days following launch, including shifting interface specifications and data validation issues. However Zylpha were able to respond very rapidly to these challenges and continued to rapidly update the product and provide support to HCC to enable them to achieve a rapid and successful implementation.

What have the benefits to HCC been ?

HCC processed over five hundred claims through the portal within the first six weeks of implementation saving over two hundred and fifty hours of work that would have been involved in the manual data entry into the Portal. HCC calculate that the Zylpha solution has paid for itself within just one month and that it will provide a return on investment of at least a factor of ten in the first year alone. Both staff and clients benefit from the more steam-lined and automated process, resulting in higher service levels, reduced costs and increased profitability.

What advice would you give to other practises in a similar situation ?

' Go to Zylpha for their RapidRTA solution. We've been really pleased with their product, it's rapid implementation and their responsiveness to the technical challenges of the MOJ RTA Portal.'

Perry Peers, IT Manager, Horwich Cohen Coghlan

About Zylpha

Zylpha, established in 2004 (www.zylpha.com) is the leading independent provider of connectivity and security solutions for LexisNexis Case Management systems. Zylpha provide a range of solutions to the legal industry to improve efficiency, save time and reduce costs by maximising the lifespan and return on investment in clients existing case and matter management systems. Zylpha have signed up more than one new Rapid RTA client per week since the Portal went live in April 2010.

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About Horwich Cohen Coghlan

HCC's core services include dealing with Personal Injury, Property (Transactional and Litigation), Private Client, Regulatory, Employment and Commercial. They have a broad range of expertise in advising victims of road traffic accidents, accidents at work or in the street or home acting for individuals as well as receiving instructions from institutional clients such as insurance brokers, companies and legal expense insurers.

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