

# Customer Case Study

## London Borough of Hounslow

# ZYLPHA

INNOVATIVE : CONNECTED : SOFTWARE



## London Borough of Hounslow deploy Zylpha's CourtBundle and save 75% of case worker time

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### The Problem

Typical multi volume childcare bundles were taking up to 2 working days to collate and amend. Already using a leading Case Management Systems (CMS), case workers found themselves manually duplicating documents to include them in the 6-10 court bundles produced in a typical month. A solution was required which enabled documents and data from the CMS to be used to create a court bundle without any duplication of work and by any of the 22 lawyers and case workers in the department with minimal training.

### Our Solution

After examining a number of competitive products Zylpha's CourtBundle® product was selected as the only product to offer an integrated and purpose-built bundling solution to work with the existing Visualfiles CMS. Once the training was delivered, the system quickly started to save significant amounts of time. Documents held either in the Visualfiles CMS or on the network can be included in the bundle at the click of a button. Bundles for childcare, housing and general litigation can now be produced quickly and accurately as a single paginated and indexed pdf document.

"We are very pleased with the service we received from Zylpha and the CourtBundle product. Our ongoing savings in both time and cost are substantial. Typical multi volume bundles that used to take up to 2 working days can now be completed in around 3 hours. We are now planning to extend our use to include the production of Council Committee Reports." – Gordon Donabie, Legal Department, London Borough of Hounslow.

### Key Benefits

- Clear and easy to use system reduces training time and maximises return on investment.
- Saves time by automatically producing an index and paginating the document according to preferred numbering style.
- The additional burden of producing the bundle at the most crucial stage of the legal process is vastly reduced lowering case worker stress levels.
- Easily caters for different work types reducing bundle preparation time by up to 75%

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