

# Customer Case Study



**MOORE BLATCH**  
solicitors

## Moore Blatch LLP deploy PcolPlus from Zylpha and halve time to issue possession proceedings

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Moore Blatch LLP is one of the south coast's leading law firms. Their specialist lender services recoveries unit is one of the largest in the UK and is underpinned by extensive use of leading edge technology.

### The Problem

As possessions rise and property prices start to stabilise, lenders are ever more conscious of the cost and risk of taking properties into possession. Additionally, as Court costs rise, greater efficiencies are required from existing systems. Utilising HM Court Service Possession Claims Online (PCOL) service is one way to drive down costs. Moore Blatch were producing Court forms from their case management system and submitting them to the Court for issue. A solution was required which enabled data from the case management system to be submitted to the Court electronically thus freeing the file handler to process a greater volume.

### Our Solution

We deployed our PcolPlus solution across a team of 20 file handlers. The solution integrates Moore Blatch's Visualfiles case management system into the PCOL service from HMCS and allows proceedings to be issued from data already held thus avoiding re-keying errors. Hearing dates are usually allocated instantly with N120 and N5 also being automatically created by the Court Service.

"We selected PcolPlus from Zylpha because they have a proven track record of supporting and developing SolCase and VisualFiles applications. They were at the forefront of development between Visualfiles and the PCOL bulk user interface. The solution has nearly halved the time taken to issue proceedings, file handlers can comfortably cope with increased volumes of work and we can demonstrate to our clients that we are leading the way with IT innovation"- Paul Walshe, partner and Head of Lender Services at Moore Blatch LLP.

### Key Benefits

Saves time and money by:

- Providing fast notification of hearing date.
- Removing the need to produce N120 and N5.
- Removing the need to re-key data.
- Integrating into existing processes.
- Allowing the file handlers to process greater volumes in less time.

