



The Law Society of Singapore

Transforms its Case Management Process with Newgen

Enhanced customer experience by 85%

Increased service quality by 80%

Improved first-time-right practice by 80%

About The Client

The Law Society of Singapore (LSS) was established in 1967 under the Legal Profession Act. The organization provides criminal and legal assistance to those unable to afford lawyer representations. It also runs a volunteer program to assist practitioners on a requirement basis. The Law Society inaugurated the Singapore Law Gazette Awards. The client's mission is to serve its members and the community by sustaining a competent and independent bar that upholds the rule of law and ensures access to justice. They implement The Law Society's mission to ensure access to justice in Singapore.

Challenges

Heavy manual workload

A completely people-centric process

Multiple re-starts and information collection points

No centralized master data

Dependency on manual updates around notifications/reminders

Long processing time

High latency in inter/intra-departmental information flow

Numerous approval points

Lack of process visibility

Lack of status tracking and monitoring

Futile effort spent in maintaining data across various departments

Frequent change of users



Road to Transformation

Law Society of Singapore was looking to automate the entire application process for CLAS to reduce the process redundancies and make the whole process error-free.

Newgen proposed its Legal Case Management Solution built on its Low Code Process Automation Platform, which helped automate and integrate the various business workflows. It also allowed seamless interfacing with other systems like CRM, email, and external portals and helped create a centralized system to handle legal aid requests.

Key Highlights of Newgen's Solution

The Newgen Legal Case Management Solution is built on top of its Low Code Process Automation Platform. It enables legal firms and corporate legal departments to modernize operations, helping them move away from paper and labor-intensive operations. The solution is adept in handling investigative style of case handling, which is critical in processing legal work.



Digitally Transformed Business Process



- Paperless application process workflow designed on the low code process automation platform
- Straight-through processing
- Improvement in performance management

Better Visibility and Control



- User-level permission configurations and routing allow accurate responsibility & accountability mapping
- Pre-configured report & document templates

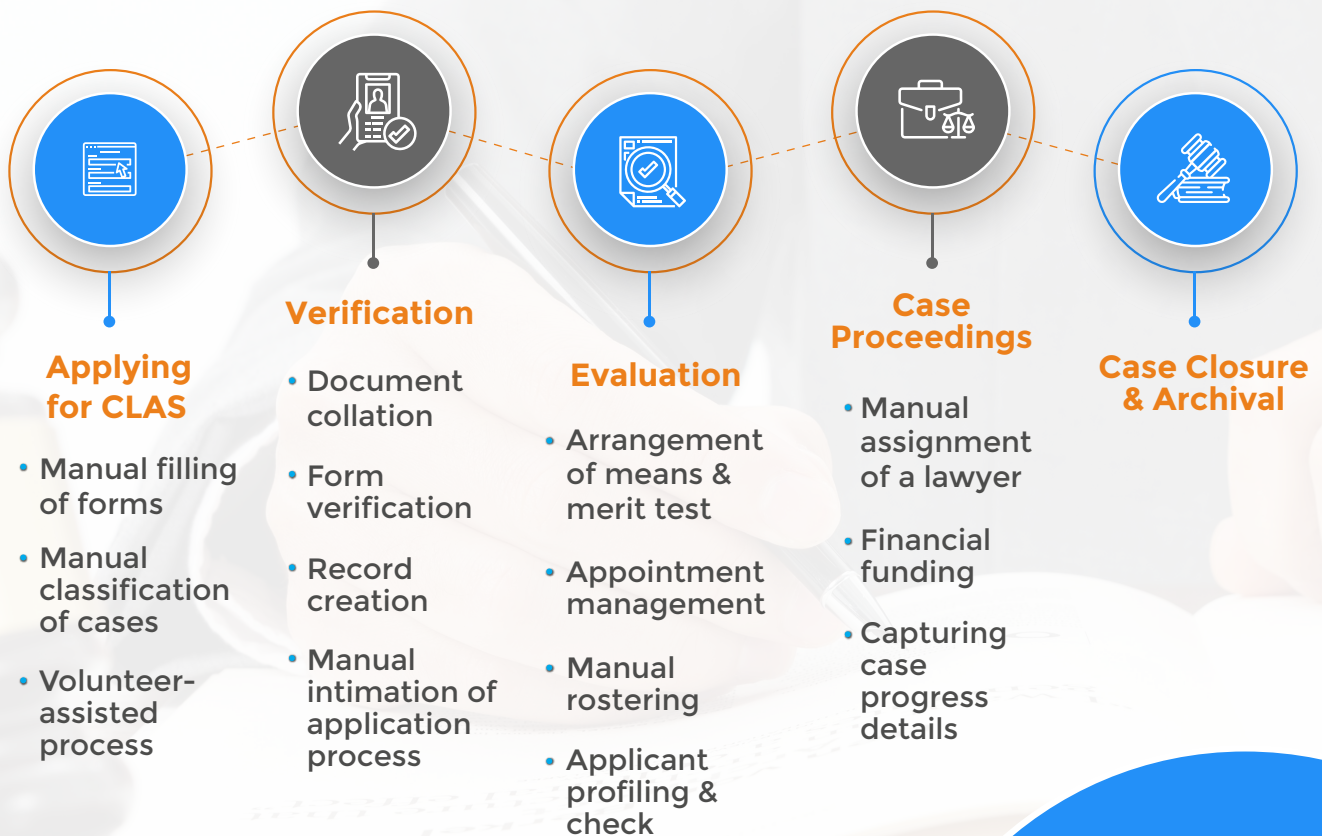
Add-on Capabilities Delivered



- Automated system-generated reminders
- Bidding process for case allocation to lawyers based on experience and skills
- CRM integration to have a seamless exchange of lawyer data and case data



Pre-transformation Process



Post-implementation Impact

LSS has successfully revamped its processes post-implementation of Newgen's Case Management Solution. They have successfully digitized paper-based processes, reduced operational costs, and decreased turn-around time for applications. It has also introduced visibility in operations and facilitated rapid response to requests from stakeholders with complete tracking of process flow.

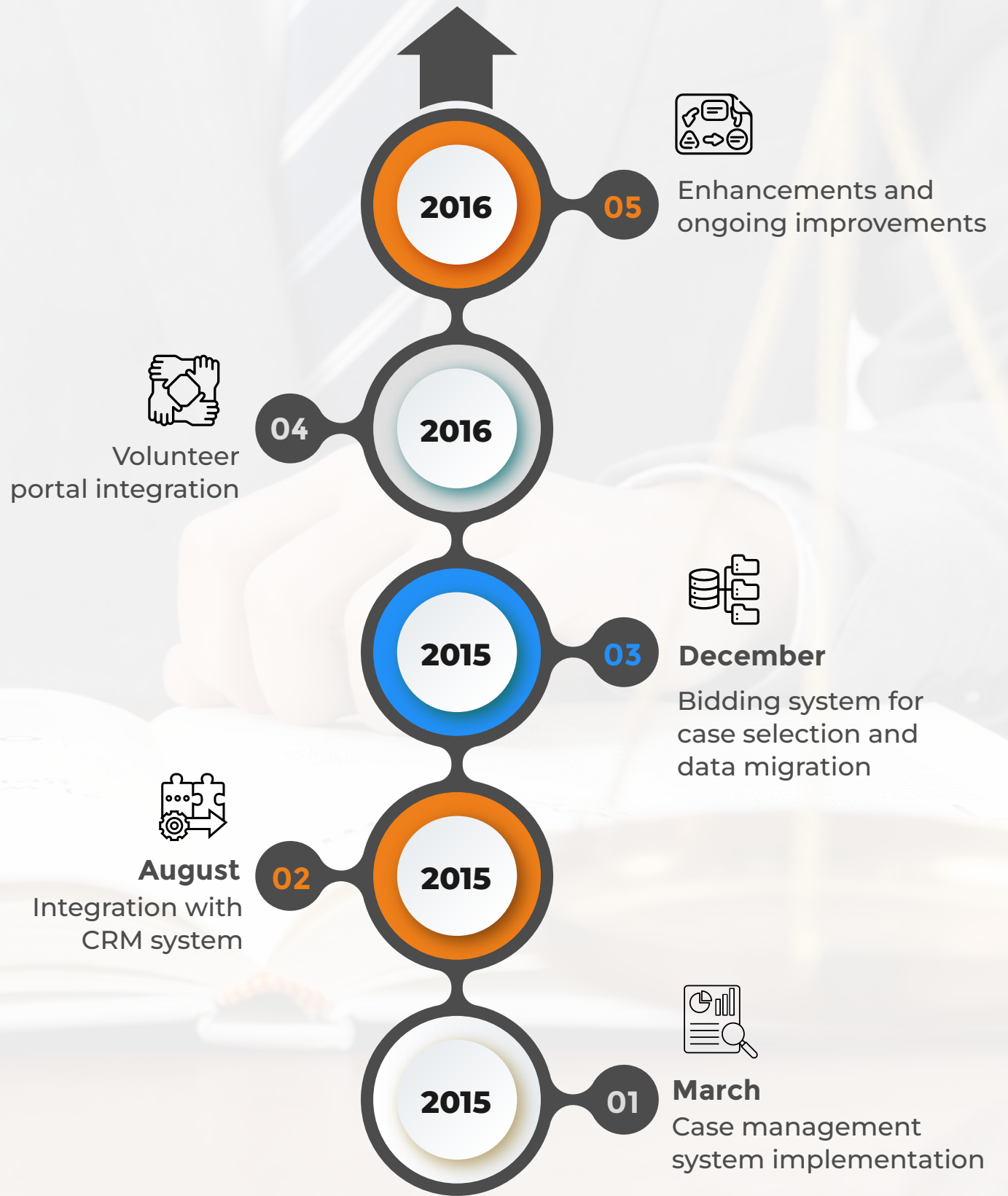




Benefits Snapshot

- Increased employee tracking by **70%**
- Fast-tracked legal representation
- Improved first-time-right practice by **80%**
- Increased auditability and adherence to regulatory compliance set by the Ministry of Law by **80%**
- Enhanced customer experience by **85%**
- Better visibility and monitoring
- Increased service quality by **80%**
- End-to-end automated processes improved servicing opportunities by **80%**

Journey with Newgen





About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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