

NewLaw Solicitors Digitally Transforms Their Case Management Processes with Newgen



About the Client

NewLaw Solicitors is one of the UK's most innovative and rapidly-growing law firms, specializing in all areas of personal injury law—from whiplash claims to catastrophic injury cases, welfare, wills, trusts, Court of Protection, probate, and more. They have over 450 employees, operating across the UK, with headquarters in Cardiff.

The law firm's case and practice management systems wasn't geared up to deal with a government driven new process which needed a solution which could efficiently process high volumes of claims, while ensuring lower costs for the company. As a result, NewLaw was seeking a modern system, featuring self-service capabilities for applicants, easy integration with industry applications, and a robust, rule-based system to enable straight-through processing and reduce manual effort.

Key Objectives

NewLaw Solicitors wanted to streamline their case management system to reduce claim processing times and enable self-servicing. They also wanted to empower employees to focus on value-added tasks, rather than administrative work.

Additionally, the law firm was seeking to find new and innovative ways to engage with clients in the digital age.

Capabilities of an Ideal Solution

- Automation of tasks
- Enough flexibility to handle complexity where required
- Seamless integration with MOJ/MIB systems
- Reduced need for coding and upkeep
- Scalability for continuous growth
- Enhanced security
- Ability to easily handle, allocate, and re-allocate work

Digitally Transforming NewLaw's Case Handling

NewLaw Solicitors selected Newgen Software as their digital transformation partner to overcome the challenges posed by the new Whiplash Reform Programme.

The law firm was looking for a digital transformation partner who could work collaboratively with the NewLaw team and help them meet their business objectives.

“Newgen ticked all the boxes and then some. It immediately became clear that they were a like-minded business that would do what they said and be a great partner on our digital journey.”



Implementation Impact

Some of the key benefits of Newgen's **low code case management platform** include:

- Reduction in claims processing turnaround time
- Fully secure client portal with OTP-based authentication for clients
- Anytime-anywhere access to the client portal with fluid experience across devices
- Real-time notifications and alerts providing complete transparency between the claimant and defendant throughout the claims process
- Seamless integration with MoJ portal to automatically submit cases in real time
- Personalized reports and dashboards for senior management to easily track case progress and identify areas of improvement
- Low code configuration capabilities to ensure quick and easy change management and adapt to changing client or compliance needs

Roles Using Newgen's Solution

- First Response Unit Handlers (i.e. First Notification/Call Centre)
- Client Liaison Handlers
- Fee Earners
- Team Managers
- Operations Managers
- Executive Team

“Already in the short space of time since implementation, NewLaw has seen a significant improvement in claim submission time. The average submission of NewLaw Claim Notification Forms in the OIC Portal is over 325% quicker than in the RaPId Portal (2.3 days v 7.5 days).”

Solution Benefits

- Automated, rule-driven case management
- Configurable customer journey/portal builder
- Improved flexibility
- Low code workflow designer
- Enhanced scalability to support automation of other processes in the future
- Easy integration with external systems
- Automatic prioritization and allocation of tasks to meet SLAs

According to NewLaw, Newgen is a **“flexible, forward-thinking company that has been one of the best IT suppliers we have had the pleasure to engage with since our formation.”**

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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