



E C L I P S E

PRESS INFORMATION: June 2010

Russell & Russell rolls out Eclipse's Proclaim solution for Personal Injury team

Russell & Russell, one of the north-west's leading law firms, with 200 staff across 8 offices, has implemented Eclipse's Proclaim Case Management Software for its Personal Injury team.

The practice provides a full range of services to private and commercial clients across the UK, and has seen rapid recent growth in its Personal Injury claims department. The department carries its own brand name – The Personal Injury People – and now employs 50 staff to provide an end-to-end claims service.

Proclaim has been rolled out to every member of the Personal Injury team, providing a single desktop solution for all case tasks. Proclaim provides complete case management integrating time recording, document management and an advanced reporting toolset. Russell & Russell has also implemented Proclaim's 'Automated Task Manager' tool which will enable the firm to schedule, automate, and distribute management information, without the need for user intervention.

Asef Sarab, IT Manager at Russell & Russell, comments:

"The Personal Injury claims market is incredibly competitive, and firms that do not embrace Case Management will increasingly be on the back foot. Processing claims quickly and accurately is the key, and we needed a software solution that would really tighten up our processes and allow us to take on more volume.

"Proclaim stood out as being extremely simple to use, but possessing a huge amount of flexibility in terms of what we as a practice can do with it. We can remove practically every element of non-value-adding work from the claims process, and really concentrate on accuracy and quality of service for our clients and case referrers. We are delighted with Proclaim, and I have no hesitation in recommending it."

***** ENDS *****

Word Count = 286