



general information...

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## Seneca CM Product Overview

### **General software overview**

Seneca CM and PM provides the busy modern professional practice with a complete File and Practice Management solution.

In relation to File Management in particular, **emis it** appreciate that not all organisations are the same.

So unlike other software providers, we don't simply offer workflows containing standard precedents and steps.

We appreciate the time and effort you have invested and the value you hold in your own precedent documents. Therefore, at no additional cost, **emis it** work with you during implementation to help you take your current precedents and systems then tailor workflows to provide you with a Seneca CM system that works round you rather than you working round Seneca CM.

In relation to Practice Management, Seneca PM offers full professional (including solicitors') practice accounts fully integrated into Seneca CM.

## Seneca CM Product Overview

### **Features in Seneca CM**

- Agendas (bespoke and standard)
- Audit trail
- Authentication
- Backup
- Client patch tools
- Connection manager (for multiple databases)
- Contact management tools
- Date calculator
- Digital dictation
- Digital signatures
- Document management
- DX search
- Electronic fax\*
- E-mail, Web mail, messaging and Outlook/Groupwise integration
- Export/Import to/from CSV and XML
- Expressions
- File management tools
- Header and footer management tools (for JIT stationery)
- Jotter
- Knowledge management
- Legal e-dictionary
- Mail merge and marketing tools
- Managed / hosted service\*
- Mouse or keyboard interface
- Official forms (and updating service)\*
- Online help
- Online conveyancing searches
- Planner and diary system
- Precedent (bespoke and standard)
- Post Office Address File search\*
- Remote access
- Role management tools
- Reporting facilities
- Scales
- Scanning
- Searches
- Server patch tools
- Spell and grammar checker
- SMS messaging\*
- Support (on-line context sensitive help and support desk)
- System lock
- Tasks and reminders
- Telephone activity recording

## Seneca CM Product Overview

- Time and activity recording
- Tips of the day
- User management tools
- Web integration
- Web publishing™
- Word integration and 'information back population'™
- Workflow design tools

\* denotes additional cost

(this is not an exhaustive list)

### **Functional Overview of Seneca CM**

Seneca CM is a complete Contact, file and activity Management system for professional practice.

#### **Agenda**

Every workflow has a corresponding agenda, the agenda is colour coded to represent the different status of each stage. White represents a document or action that has not been run, green for done in draft and blue as final. Any user with the correct privileges is able to easily see what stage a file is at and what the next stage should be.

#### **Audit trail**

Seneca CM offers a full audit trail of all activities performed by users.

#### **Authentication and security**

Access to the Seneca CM or PM database requires authentication, this can be provided by the user entering their unique username and password.

Authentication can also be set up to limit access for certain users to certain administrative functions such as digital signing or purging files.

#### **Backup**

System backups are performed automatically on a daily basis via a bespoke module. The system uses a proven Windows backup application.

#### **Central document management**

Seneca CM offers the ideal document management environment. By incorporating your standard documents within Seneca CM you make them available to all users, yet only have one copy to amend in the event of change. Precedent changes can be managed via subscriptions (notifying users of changes) and versions (allowing review and roll-back if necessary).

#### **Software update tools**

All software revisions and updates are patched directly to the Seneca CM server via our own software module using an internet link. Each client PC is set up to scan the server for any available updates during its boot sequence; any updates that are found are installed automatically.

#### **Comprehensive file details view**

View all activities that have taken place on a file from a single screen.

Includes all document creation, file notes, telephone calls, dictation, e-mails sent/received, incoming letters (via a scanned image or simple notification notes), outstanding reminders, future appointments, associated web pages. Please note this is not an exhaustive list.

## Seneca CM Product Overview

### **Connection manager**

Seneca CM is designed to allow multiple databases to reside on single or multiple servers. The user is prompted at log on to select which database they would like to connect to.

This is ideal for multiple branch practices where a server resides at each branch. Most of the time there will be no requirement to share files between sites but on the occasions where there is the user can simply log on to the remote database and use the file from there. This reduces the necessity for expensive large bandwidth communications connections.

### **Contact management tools**

Contacts are added to the Seneca CM database via a simple information entry screen, a contact could be an individual, an organisation or a partnership, they can then be used on any type of file. This eliminates the need to have multiple instances of the same person input on the system.

Any contact can be checked to ensure that they are not already known to the organisation in a situation that might cause conflict. This covers not only clients but also anyone with any role on any file.

### **Date calculator**

If you enter a start and end date into the Seneca CM date calculator it will instantly work out and display the number of days between the dates and further break this down into week and weekend days.

### **Digital dictation**

Seneca CM includes digital dictation as standard.

Using a speech mike a user is able to dictate letters for a file, send the digital file to a typing pool or individual for transcription including required time of return and any other additional notes.

The document can then be transcribed and saved to the relevant file. Notification is sent back to the fee earner and they are then able to view the draft on the file and make any amendments prior to dispatch.

Reporting tools are available to managers.

### **Digital signature**

Scanned signatures are made available for insertion into letters through password authentication. This enables the 'secure' signing of documents in the absence of the required signatory.

## Seneca CM Product Overview

### **DX search**

If the licensee is a member of the DX all DX members' addresses can be automatically added to contact details using Seneca CM.

### **Electronic -fax**

Seneca CM integrates with a third party provider to give a quick and simple way of sending and receiving faxes from your desktop via e-mail. This not only allows you to send and receive faxes without physically having a fax machine but also allows incoming and outgoing faxes to be easily attached to the relevant client file.

### **E-mail management tools and Outlook/GroupWise integration**

Seneca CM can be configured so that users can send and receive e-mails from within Seneca CM using your existing Outlook or GroupWise e-mail solution.

Incoming or outgoing e-mails may be attached directly to the relevant files to provide a comprehensive digital matter record.

### **Export to CSV, HTML, VCF and XML**

Data can currently be exported from Seneca in CSV, HTML, VCF and XML formats for use with other systems.

### **Expressions**

Data is input in to the Seneca CM database via either the file details screen or by entry through a document. Seneca CM has the facility to take any fields containing a numerical value (number, currency, VAT rate etc) and perform a calculation using that data.

You are able to add any number of fields together, subtract values, perform divisions or even automatically calculate values from scales such as Land Registry fees or Stamp Duty.

### **File management tools**

Every file has a status. These statuses are indicative of whether the file is open, dormant, closed or destroyed. By changing the file status you are able to maintain an accurate record of current matters.

By being able to search for files by status, closing or making a file dormant does not remove in case of need access.

### **Header and footer management tools for just in time stationery**

Seneca CM offers the facility to re-create your letterheads/tails in Microsoft Word and store them in a master file. During the re-creation of your precedent documents **emis it** will insert the required letterhead/tail into the relevant document from the master file.

## Seneca CM Product Overview

### **Jotter**

Make quick notes via the jotter, right click and store as telephone or file note, send as e-mail or even book an appointment and automatically include the text in the notes.

### **Knowledge management**

As well as file level document management, Seneca CM also facilitates pan-file level knowledge management. By right clicking, a document (in Word, Outlook, rtf or Adobe (assuming it contains text) format) can be promoted to the Seneca KM environment where it will be automatically full text indexed. And meta data can be added to the contents of your file to aid search via keywords or categories.

### **Legal e-dictionary**

Seneca CM incorporates a comprehensive legal dictionary, available at the click of a button.

### **Mail merge and marketing tools**

Seneca CM allows you to perform a search of your client database in order to produce a population of people who satisfy certain criteria that you define. Send a letter or email to everyone within this population by merging it into pre-defined Word or Outlook templates. This provides an excellent marketing or client information tool.

### **Managed / hosted service**

We can host your Seneca CM system at our own secure server farm in Leeds. This allows you to concentrate on your business and not be diverted by IT issues which we will manage for you.

### **Mouse or keyboard interface**

**emis it** appreciate that some users prefer to operate software using a mouse and others via the keyboard. The Seneca CM interface is designed to use either method or a combination of the two.

### **Official forms updating service**

Seneca CM fully integrates LaserForm official forms including auto-population™ - see below.

### **On line searches (conveyancing)**

From within a conveyancing file simply select from the 'add' menu – property search. The system looks to the Seneca CM file details for the property postcode and then launches and populates the online search engine.

**emis it** is currently piloting this in partnership with the TM Property and MDA services. Other search providers will be added in due course.

## Seneca CM Product Overview

### **Planner**

Seneca CM has a built-in central planner offering multiple user, day and week views.

By including not only people in the planner but also resources such as meeting rooms you are able to manage your resources and staff from the same screen. This ensures that a meeting room is available when an appointment is booked.

All client appointments are automatically recorded in the relevant clients file.

### **Precedents (bespoke and standard)**

As part of the implementation process **emis it** will assist you in reproducing your own precedent documents and including them in your workflows.

### **Post Office Address file search**

By referencing the Post Office Address File, Seneca CM allows for rapid accurate contact detail entries. Simply type in the contact's postcode and the system automatically displays the addresses for that postcode; click the required house number from the list and the system populates the rest of the details automatically.

### **Remote access**

Seneca CM can be used from a remote location utilising numerous methods of connectivity including ISDN, ADSL (broadband), leased lines (kilostream and megastream) etc. These could be connections from home or a remote branch. Please note that geographical location can dictate the availability of solutions.

### **Role management tools**

Seneca CM is file-centric: people (called contacts) perform roles on a file. Role requirements are extracted from your own processes during the file type creation stage of the implementation process.

Seneca CM allows you to allocate any contact added to Seneca CM to any particular role on any particular file type. Seneca CM allows you to easily swap contacts performing roles on a file.

### **Reporting tools**

Standard reports are available to report on all actions performed within a file. In addition a report builder allows the creation of ad-hoc searches/audits.

### **Scales**

Seneca CM can perform intelligent calculations using pre-defined fixed or sliding scales.

## Seneca CM Product Overview

### **Scanning**

For a fully integrated solution Seneca CM utilises the latest in scanning technology, Fujitsu's ScanSnap, an automatic feeding scanner that scans directly to PDF format. Simply load the scanner and press a button, within seconds the documents are scanned into a folder. Seneca is configured to look directly to this folder and allows simple rapid attachment of the relevant documents to the relevant files.

### **Searches and reporting facilities**

Seneca comes complete with a comprehensive list of pre-defined reports that can be run with minimal user input, simply define the time period you wish to see the reports for and 'run'.

A bespoke report builder allows users to search on any area of the database and is designed with monitoring and marketing in mind.

All reports can be exported to Excel or into an Excel template for further manipulation and formatting.

### **Server patch tools**

EMIS is committed to developing its software products and during the licence period automatically 'patches' (sends remotely over a link) any updates automatically along with documents highlighting any changes.

### **SMS messaging**

Keep your clients up to date with events or remind them not to miss that important meeting by sending an SMS text message to their mobile phone from within Seneca CM. Seneca CM also allows you to track the status of the message, whether it is sent, queued or received and also records the message and status on the clients file.

### **Spell and grammar checker**

Seneca CM contains a spell and grammar checker. This facility is available within any area of Seneca CM that you can add text, for example within precedent documents, telephone notes, file notes and e-mails.

### **Support (on-line context sensitive help and support desk)**

Pressing F1 from anywhere in the system displays a help screen relevant to that area. A full contents, index, glossary and search facility are available from the help screen.

In addition to the online help, **emis it** also provides comprehensive system, software and hardware support via a help desk.

## Seneca CM Product Overview

### **System lock**

When you leave your desk, instead of logging out of Seneca CM simply select the option to lock Seneca CM. This ensures that no other user will be able to use your login or user privileges to add, remove or amend data.

(Please note the Seneca CM audit trail records actions by logged in user.)

### **Tasks**

Seneca tasks can perform numerous actions:

- Set reminders
- Create a document from a precedent
- Attach a scanned image or windows object
- Make an appointment in the planner
- Remove a previous reminder

Tasks can be added manually or can be linked to an agenda item so that when you run a particular precedent from the agenda, a reminder will automatically be set for x number of days to perform a related task.

The system can be set up so that you can see your own tasks, or if you have the required privileges you may see a department's or the whole practice's tasks.

Overdue tasks are displayed in red and the user is notified upon logon of all overdue tasks.

### **Telephone activity recording**

To ensure that no billable time is lost, Seneca CM allows you to record all telephone activity both incoming and outgoing on a client's file. You are able to either allocate time units for the action to the file or set preferences within Seneca CM to start a timer as soon as you activate the telephone note option. On filing the note, simply allocate the recorded time to the file.

If a fee earner is not available when a client calls, a user (usually the receptionist) can record a telephone note on the file and send the note to the fee earner electronically via their communications inbox. The fee earner is notified by a message on the screen that they are required to telephone the client.

## Seneca CM Product Overview

### **Time recording**

Seneca assists with time recording in three ways:

- By allocating a time unit to an agenda action so that when the item is run the time is automatically allocated to the file
- One touch timer record function; a single key press starts a timer, the time accrued can then be allocated to the relevant file
- Manually adding time units to actions, such as file notes, considering etc.

Time to time unit conversions can be set up to automatically calculate and the information can be passed to the accounts module.

### **Tips of the day**

Every time a user logs in to Seneca CM, a tip of the day pops up on screen. A different tip is visible every day and this can be a useful teaching tool, offering the user useful information about shortcuts or new functions to help them use the system more efficiently.

### **User management tools**

Every Seneca CM user has a user account set up within Seneca CM 'system set up'. This account holds the user's unique user name and password, account status (active or not active), hourly rate if relevant, billing time units and level of access (administrative restrictions are implemented here).

This area of the system is managed by a practice nominated system administrator.

### **Web integration**

Integration with Microsoft Internet Explorer enables you to browse the Internet from within Seneca CM. This not only means that you don't need to launch a separate application to browse but also offers the advantage of being able to collect your internet e-mail and if necessary attach a copy of an e-mail to a client's file.

You could in fact attach any relevant Internet page to a file simply by browsing to it and clicking 'attach page to file'.

### **Web publishing**

Keep your clients informed of matter progress by selecting a simple right click and publish to web option from a file.

The client is able to log on to a secure server and view the progress by inputting their unique user name and password.

## Seneca CM Product Overview

### **Word integration**

Seneca CM uses Microsoft Word as the integrated default word processor; this reduces training overheads and softens the blow of change management. Word is also used to add or change information held by Seneca CM using **emis it's** unique auto-populating™ software.

### **Workflows**

**emis it** will work with you during implementation and training to tailor your required workflows so that the system works the way you want it to, using your own precedents and stages and recording the information you wish to record.

Seneca CM is designed with flexibility in mind allowing for the creation of workflows for the most unusual of work types.

### **Workflow tools**

Seneca CM comes complete with all the tools you need in order to create or amend your own workflows in the future.

Please note that comprehensive training is supplied in all areas of Seneca CM including the creation and maintenance of workflows.

### **Functional Overview of Seneca PM**

The main difference between Seneca PM and traditional accounting systems is the total integration of all financial and other management activities across the complete Seneca product range.

Historically, systems were either built from a case management perspective and back office functions added at a later stage. Or an accounts and time recording database was expanded to become a front office system, Seneca has been designed from the ground-up to integrate across all areas giving unbeatable value, depth of functionality and complete flexibility for every user.

Seneca PM has all the benefits of a Windows product, using the latest Microsoft® technology including full integration with Microsoft® Word and Outlook®. However, for ease of use in the back office, all functions can be keyboard-driven (if required) giving speed and accuracy where they are needed in the intuitive posting screens.

Functionally rich, the software includes a number of requirements that accountants and legal cashiers have requested for some time. These include full multi-currency capabilities, the ability to hold open multiple periods at the same time and an extensive range of statutory and general management reporting tools (including a full report generator) which can be used to produce budgetary and profitability data instantly and display an overall view of the practices' financial position at any time in graphical and numeric formats.

Conflict of interest checking, client care, money laundering and comprehensive audit trail functions are included and the software is updated automatically when legislation changes or the Solicitors Accounts Rules are amended or updated.

A list of product functionality is attached, based on the 2004 Law Society Guide to Software Solutions. It can be seen that Seneca PM compares most favourably with all other suppliers in the 2004 Guide on the basis of these stringent criteria.

Additionally, Seneca PM is continually under development based on feedback from our users.

## Seneca CM Product Overview

<b>Accounting and Practice Management Functionality</b>		<b>Seneca PM</b>
<b>Accounting</b>		
Fully compliant with SAR		Yes
Client Account O/D	Prevent	Yes
	Override	Yes
Office Account in CR	Prevent	Yes
	Allow	Yes
Agency or Principal VAT		Yes
Fees Received or Bills Rendered		Yes
Multiple Periods open		Yes
Client interest calculation		Yes
Deposit Interest calculation		Yes
Credit control		Yes
Budgets at multiple levels		Yes
	Individual	Yes
	Department	Yes
	Fee Type	Yes
	Branch	Yes
	Practice	Yes
Multi-Currency		Yes
Asset register		Yes
Purchase ledger		Yes
Counsel fees Ledger		Yes
Disbursements	Incurred	Yes
	Billed	Yes
	Future	Yes
	Unpaid	Yes
Aged Accounting		Yes
Automated billing	Guides	Yes
	Bill Production	Yes
<b>Time Recording</b>		
Time sheet entry		Yes
Clock/timer entry		Yes
Automated time recording		Yes
Time posting from Case		Yes
Multiple Time rates for	User	Yes
	Fee Type	Yes
	LSC	Yes
	Activity	Yes
Matter time budgets		Yes
Billing Guides		Yes
Time Reports		Yes
Time management		Yes
Write off management		Yes
Recovery management		Yes
Expense of Time V Actuals	Individual	Yes
	Department	Yes
	Branch	Yes
	Practice	Yes
<b>Management Reporting</b>		
Pre-defined management reports		Yes
User-defined report generator		Yes
WIP by	User	Yes
	Department	Yes
	Fee Type	Yes
	Branch	Yes
	Practice	Yes
Write-Off reporting		Yes
Aged WIP report		Yes
Profitability report		Yes
Aged Debtors		Yes
YTD Comparisons		Yes
YTD against Budgets and Yr On Yr		Yes
<b>Fee Earner Desktop</b>		
WIP by	Matter	Yes
	Client	Yes
	Work Type	Yes
YTD Productivity analysis		Yes
Missing Time records		Yes
Written Off time by	Client	Yes
	Matter	Yes
Unbilled Time and Disbursements		Yes
Critical Tasks/Dates		Yes

## **Overview of training and implementation**

Implementation and training is integral to and included in the cost of Seneca CM.

It is broken down into the five main areas below:

### **1 - Project management**

- Pre-installation visit (PIV) and documentation of required system set up
- Management of all aspects of any necessary system migration
- Discuss, advise and document proposed implementation strategies
- Outline workflow (role and letterhead) design and creation
- Conformance test of outline workflows (and any system migration) prior to installation

### **2 - Installation and implementation**

- Installation of Seneca CM on third party/ **emis it** supplied server(s)
- Install any **emis it** supplied PCs/configure any third party PCs
- Install Seneca CM client on all PCs and test application connectivity
- Configure **emis it** supplied client anti-virus software - where applicable
- Commission server post installation prior to training

### **3 – On-site training**

- Conduct a training needs analysis
- Produce a comprehensive training plan including modules and time frames
- Training is provided for all users
- Working with you to show how to populate the outline workflows with your existing precedents

### **4 – Evaluation**

- Evaluate the implementation, training and associated processes

### **5 – Support and maintenance**

- The EMIS group has over 400 administrative, support and development staff and over 275 operational staff including network consultants and operational management. They are available nationwide.
- Comprehensive software support - verbal and remote access support is provided
- Hardware support as contractually agreed
- Seneca CM software revisions - provided remotely via an internet patching mechanism