

Case Management System Review

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Community Legal Centres
Australia

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2 Introduction

A number of community legal centres (CLCs) and Family Violence Prevention Legal Services (FVPLS) are considering which case management system (CMS) best meets their day to day business needs. We will collectively refer to CLCs and FVPLS as Centres throughout this review. CLCs Australia was asked by the community legal sector to provide high-level guidance to assist Centres in choosing an appropriate CMS.

This high-level review is intended as a guide to help Centres understand:

1. some of the main systems that are currently available on the market,
2. the extent to which these systems meet the case management needs of a Centre, and;
3. the sorts of questions and issues they should consider when selecting a product.

CLCs Australia was asked to provide the following deliverables:

- a **CMS summary matrix** of system functionality,
- a **Detailed assessment** of the features of each system, and;
- an **Overview of features to consider** when selecting a new system.

This review is **not** a comprehensive assessment of CMSs and should not replace a tender process when a Centre is selecting a system to meet their particular needs.

The review does **not** recommend particular products, as the specific requirements of an individual Centre are likely to vary and inform system selection.

Note that CLASS is the primary reporting system for CLC data, and Program Managers expect Centres to continue to input data into CLASS if they move to another CMS. CLCs Australia has developed a data integration tool to facilitate automated data entry. Centres should confirm that the CMS they select will be able to interface with the data integration tool in an effective way so as to avoid the need for manual data entry into CLASS.

2.1 Systems considered

Six CMSs were considered as part of this review. They are (in alphabetical order):

- ActionStep
- CLASS
- CSNet
- Leap
- Microsoft Dynamics¹
- Salesforce

¹ As the Microsoft Dynamics CMS is still in development, it has not been scored but information about the system is provided in the detail assessment of case management systems.

2.2 Assessment criteria

Each system was assessed under 3 categories – **Cost**, **Functionality** and **Key vendor considerations**:

Cost	Functionality
<ul style="list-style-type: none">• Initial Cost• Ongoing cost	<ul style="list-style-type: none">• Client management• Matter management• Referral management• Making appointments• Document management• Template management• Staff and workflow management• User management and security• User experience• Reporting• Ability to customise• Integration with MS Office• Integration with CLASS• Compatibility with National Legal Assistance Data Standards
Key vendor considerations	
<ul style="list-style-type: none">• Vendor presence in Australia, including local support team• Vendor understanding of the community legal sector• Hosting• Maintaining a customised product vs “off the shelf”• Ease of ongoing maintenance• Cost for third party support where not provided by vendor	

A full description of each assessment criteria can be found in [Appendix 1: CMS checklist.](#)

2.3 Approach

The review was informed by:

- a survey sent to a small group of Centres who were already using the relevant CMS ([see Appendix 2](#)),
- a demonstration of the CMS being used in a Centre environment, and;
- follow up questions to vendors where necessary.

3 CMS summary matrix²

	ActionStep	CLASS	CSNet	Leap	SalesForce ³
Initial Cost	Low	Low	Low	Low-Medium	High (Customisation)
Ongoing cost	Medium	Free	Medium	High	Medium
Functionality					
- Client management	★★★★☆	★★★★☆☆	★★★★★★	★★★★☆☆	★★★★☆☆
- Matter management	★★★★★★	★☆☆☆☆	★★★★★★	★★★★☆☆	★★★★☆☆
- Service management	★★★★☆☆	★★★★★★	★★★★☆☆	★☆☆☆☆	★★★★☆☆
- Document management	★★★★☆☆	★☆☆☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆
- Template management	★★★★☆☆	★☆☆☆☆	★★★☆☆	★★★★★★	★★★★☆☆
- Appointment management	★★★★☆☆	☆☆☆☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆
- Staff management	★★★★☆☆	★★★☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆
- Reporting and extraction	★★★★☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆
- User management (includes internal firewalls)	★★★★★★	★★★★☆☆	★★★★★★	★★★★★★	★★★★★★
- Integration to MS Office	★★★★☆☆	★☆☆☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆
- Integration to CLASS	★★★★☆☆	★★★★★★	★★★★☆☆	☆☆☆☆☆	★★★★☆☆
- Security	★★★★★★	★★★★☆☆	★★★★★★	★★★★★★	★★★★★★
- Law reform and CLE	Not known	★★★★★★	★★★★★★	★☆☆☆☆	★★★★☆☆
Ease of data entry	★★★★☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆
Ease of configuration	★★★★☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆	★★★★☆☆
Compatibility with National Data Standards	★★★★☆☆	★★★★★★	★★★★☆☆	★☆☆☆☆	★★★★☆☆

² These ratings are based on the criteria listed in [Appendix 1](#).

³ Salesforce is a generic product and is not tailored to legal case management in its “Out of the box” state. These ratings are based on significant customisation to meet CLC requirements.

4 Detailed assessment of case management systems

4.1 Actionstep

4.1.1 Overview

Actionstep is a legal case management solution started in 2004. Actionstep has accredited a number of companies in Australia to implement their system.

A number of CLCs in Australia already use Actionstep and this CMS is being implemented in all (24) CLCs in New Zealand.

Actionstep are developing a CLC template of their CMS which will ensure that Centres comply with the National Legal Assistance Data Standards and integration with CLASS. However, the CLASS integration aspect of the template has not been completed as of 19 March 2021.

Main contact: Tyler Bannerman, tyler.bannerman@actionstep.com.

4.1.2 Centres using this CMS

- Inner Melbourne Community Legal
- Mental Health Law Centre (WA)
- Southport Community Legal Service
- Consumer Action Law Centre
- Seniors Rights Victoria
- Bayside Community Legal Service

4.1.3 Costs

Type	Amount
Purchase fee	Nil
Implementation	Will vary
Licensing (per staff)	\$600 per annum
Licensing (per volunteer)	\$180 per annum
Additional costs	Additional charge for CLC template and CLASS integration. More information

4.1.4 Assessment

Strengths	Weaknesses
<ul style="list-style-type: none">• Easy to use interface• Strong management of client, matter, and service• Integrates well with Microsoft tools (Word, Calendar, Email etc)• Good document and template management• Has an external Client Portal for direct client use• Strong staff management• Appointment management• A number of Centres are already using Actionstep• Developing a version which will include compliance with National Data Standards and integration with CLASS	<ul style="list-style-type: none">• No Document Preview, each document is downloaded to view• Additional costs for the CLC template and integration with CLASS• Centres cannot develop their own new reports

4.1.5 Centre user feedback via survey



- Well-liked by Centres that responded to the survey
- Assigning tasks and managing client matters is extremely efficient
- All files and communications automatically integrated into client file – easy to follow and keep file together
- Automatic integration of all files and communication to client
- Much easier to supervise work, especially if working remotely
- Great integration with MS Office Suite
- Rarely gets any system errors or downtime



- Customising client records is not as easy as CLASS
- Making fields mandatory is difficult which makes data entry less consistent
- Problems handling ambiguous client data
- Flagging high risk clients can be done but is not prominent enough
- Calendar is not very user friendly, doesn't easily integrate with Outlook calendar
- Creating new reports is very time consuming

4.2 CLASS

4.2.1 Overview

CLASS is a custom-built system for Centres developed by IT Magnet for CLCs Australia and launched in 2017. The platform is provided at no additional cost to most Centres. CLASS is tailored to meet the requirements of the National Legal Assistance Partnership (NLAP) as well as State and Territory Program Managers in relation to data collection and reporting and is regularly updated as needed. CLCs Australia currently provides a helpdesk which is staffed during office hours (NSW time).

4.2.2 Centres using this CMS

One hundred and forty-four Centres (made up of 130 CLCs and 14 FVPLS), the Commonwealth Attorney-General's Department, the eight State and Territory Program Managers, CLCs Australia and 4 State peaks (QLD, NSW, VIC, WA) have access to a reporting and accountability portal.

4.2.3 Costs

Type	Amount
Purchase fee	Nil
Implementation	\$6000
Licensing (per staff)	Nil
Licensing (per volunteer)	Nil
Additional costs	Changes to CLASS outside the CLASS Agreement

4.2.4 Assessment

Strengths	Weaknesses
<ul style="list-style-type: none">• No additional cost for most Centres• Supported by State Program Managers as the system of choice for recording and reporting on Centre data funded by the states and the Commonwealth• Contains the data of 95% of CLCs and 100% of FVPLSs• Complies with national data standards and reporting requirements for NLAP• Regular updates to ensure CLASS conforms to NLAP• Module for Program Managers to generate NLAP reports• Allows Centre data to be aggregated at a state and national level for advocacy and reporting• Easy to create and search for clients and services• High degree of customisation available to users• Module for collecting CLE and law reform data as required under NLAP• Good Help Desk support	<ul style="list-style-type: none">• Limited integration with Microsoft tools (Word, Calendar, Email etc)• Template management is rudimentary• Limited document management e.g. difficult to find documents, cannot tag documents, no document preview, cannot manage document folder structure, documents need to be downloaded to view them⁴• No internal firewalls• No appointment management

⁴ CLCs Australia has prototyped integration of CLASS with Sharepoint to enable document preview, editing and folder management within the CLASS application. This functionality is scheduled to be deployed by June 2021.

4.2.5 Centre user feedback via survey



- Simple and practical, out of the box tool
- Configuration, where it exists, is great



- Reporting is cumbersome; Nested pivot reports are problematic
- Does not deliver matter management which is a core need. We deliver many 'discrete' services. Unable to collect them together into 'matters' for noting and document management purposes
- Inability to store records of service/matter documents easily undermines functionality
- Lack of universal 'contact' list makes conflict checking unwieldy (where other parties are on more than one record)
- Poor template management
- VPN for offsite management is clunky⁵
- No mass import/export functionality⁶

⁵ CLCs Australia is developing multi-factor authentication for a smoother offsite login experience, scheduled to be deployed by July 2021

⁶ CLCs Australia is developing mass export functionality by June 2021. Import functionality is available for select fields

4.3 CSNet

4.3.1 Overview

CSNet is an Australian based CMS developed in 2007 used in the community services sector, with a focus on whole-of-organisation case management for clients with multiple legal and social issues, and supports work delivered under multiple funding sources and programs.

CSNet is a cloud software with a sole focus on human services and used by organisations in urban, rural, regional and remote locations across Australia and in the Asia Pacific. CSNet has offices in Brisbane and Melbourne. Development work and all user support is undertaken locally. A customer service officer is assigned to a Centre.

CSNet complies with the National Data Standards and has carried out a successful test of the tool to import data into CLASS.

Main contact: Mandy Doon, mandy.doon@csnet.net.au.

4.3.2 Centres using this CMS

- Tenants Queensland uses CSNet as a case management system. The 7 Queensland State-wide Tenant Advice and Referral Service(s) use CSNet to input reporting data (<https://qstars.org.au/>).

4.3.3 Costs

The licence fee varies depending on use, with a typical user licence being around **\$400 per user per year**. There is also a slimline user option which is 1/3 of the standard fee. There are additional costs for setup, integration and hosting. No third-party plugins are required.

Type	Amount
Purchase fee	Nil
Implementation	\$2,904 one off establishment ⁷ \$1,936 (optional) ⁸
Licensing (per staff)	For 1-5 standard users - \$1392 per year ⁹
Licensing (per volunteer)	1/3 of the standard fee
Additional costs	One off implementation fees as above. Additional support at \$121/hr (inc GST)

⁷ covers Standard CLASS data set - client and service minimum data set - CLASS compliant data extraction template

⁸ Migration of Client and Other Party Details from CLASS to CSnet on go-live, to support client conflict checking (estimate for broader scope of data migration can be provided if case file notes/documents required)

⁹ includes user licence, hosting in Australia, and CLASS integration

4.3.4 Assessment

Strengths	Weaknesses
<ul style="list-style-type: none">• Excellent management of client, matter and service• Supports internal firewalls• Strong on managing complex clients with a range of legal and non-legal problems• Over 300 out of the box reports• Customisable warnings and alerts (such as high-risk clients)• Template creation• Real time integration to DEX• Planned integration with CLASS• Can be customised to comply with National Data Standards• Strong user community• Supports the creation and sending of surveys to clients and community participants, and linking survey data to the measurement of multiple social outcomes and impact frameworks• Tracks referrals• File opening and closing checklists• Risk assessment can be recorded in the system, and can report on the percentage of sessions with a timely risk management system completed	<ul style="list-style-type: none">• Poor integration with Microsoft tools (Word, Calendar, Email etc) but there is a one-way sync with any online calendar e.g. Outlook, Google and SMS appointment reminders can be sent to clients from CSNet calendar.• Documents cannot be viewed in the application; they must be downloaded• Adding new reports requires developer support. However, organisations can use CSNet Partner API to download client data to the organisation's internal server and then use a business analytics tool for report creation e.g. MS Power BI, Qlik, Tableau• Adding new templates requires developer support at an hourly rate of \$121/hr. Estimates for new reports and templates can be requested.

4.3.5 Centre user feedback via survey



- Well-liked by the CLC that responded to the survey
- Fairly complex user interface
- Free monthly organisation catch ups and fortnightly User Groups facilitated by CSNet
- Very easy to find anyone in the system. Client history tab shows all matters/group activities that the client has participated in over time
- We can configure the system to manage our own users, teams, client warnings, funding tags
- Very good support from the vendor



- Configuration of reports by the provider rather than the user is the biggest downside. However, this feature is on CSNet's development roadmap

4.4 LEAP

4.4.1 Overview

LEAP is an Australian legal practice management solution developed in 1992 which is widely used in commercial legal practices.

4.4.2 Centres using

- Wesley Community Legal Service
- YFS¹¹
- The Humanitarian Group¹⁰
- Environmental Defenders Office¹²

4.4.3 Costs

Type	Amount
Purchase fee	N/A
Installation	\$13,000-\$20,000 installation costs.
Licensing (per staff)	\$1,800 per user per year (one Centre pays \$2,580 per user per year).
Licensing (per volunteer)	N/A
Additional costs	N/A

¹⁰ For migration practice. In late 2020, the Humanitarian Group became part of [Circle Green Community Legal](#)

¹¹ For legal practice only

¹² For casework

4.4.4 Assessment

Strengths	Weaknesses
<ul style="list-style-type: none"> • Good time recording capabilities (a clock can be turned on) • Integrates well with Microsoft tools (Word, Calendar, Email etc) • Automatically saves emails back to a matter • Many default templates and ability to create your own • Strong internal firewalls • Manages critical dates well • Document automation tool • Internal information barriers • Helpdesk support available 	<ul style="list-style-type: none"> • Custom fields are not searchable or reportable • Not geared to the collection of service information e.g. advice, legal task • Not geared to managing disadvantaged users e.g. priority clients, demographic data • Poor reporting capabilities to comply with Commonwealth reporting requirements • Relatively expensive • A comprehensive conflict check requires searching in multiple places • Difficult to customise to ensure compliance with National Data Standards • Can't easily add documents to clients

4.4.5 Centre user feedback via survey



- Excellent time recording functionality
- Works well with Outlook and Calendar.
- The document automation features combined with existing and custom templates is probably the biggest drawcard – LEAP have a broad range of court forms, and other template documents.
- Good for case management, can make precedent letters and data populates from LEAP e.g. client charges, bail conditions
- Help chat is useful, will help with user problems and setting up precedents



- Lot of steps to do simple tasks.
- Documents associated to matters only.
- Not good for managing multiple services for clients with complex needs
- Can't interchange users unless one is disabled
- Inability to record or report on data required by the national data standards or funders
- Expensive

4.5 Microsoft Dynamics

4.5.1 Overview

Microsoft Dynamics (**Dynamics**) is one of the leading players in the CMS market, second only to SalesForce in market share. Microsoft have offices in all Australian capital cities.

Dynamics has come from a marketing/campaign management background and requires significant customisation to meet the needs of a Centre.

Once customised, Dynamics makes a reasonable case management solution for legal requirements.

4.5.2 Centres using this CMS

- Marrickville Legal Centre

Marrickville Legal Centre is using Dynamics to build the CMS data structure, and Microsoft Power Apps to provide screens to access the data rather than the Dynamics user interface.

4.5.3 Costs

The platform has a complex licencing structure that varies significantly depending on the type of user involved.

Type	Amount
Purchase fee	Not available
Implementation	Significant costs to customise
Licensing (per staff)	Commercial costs are around \$800 per user per year but there are significant NFP discounts of as little as \$41 per user per year .
Licensing (per volunteer)	Not available
Other costs	Not available

4.5.4 Assessment

Strengths	Weaknesses
<ul style="list-style-type: none">• Well-established product, well supported in the market• Not likely to go out of business overnight due to size and scale• Can be customised to meet most Centre requirements including National Data Standards• Supports internal firewalls• Integrates well with Microsoft tools (Word, Calendar, Email etc)	<ul style="list-style-type: none">• Complexity of underlying data model and level of customisation required• Cost of customisation• Requires engagement of specialist IT skills to make complex changes• No Helpdesk support for the out of the box version

4.5.5 Centre user feedback via survey

No feedback available at this stage as the product is still in development.

4.6 Salesforce

4.6.1 Overview

SalesForce is one of the leading players world-wide in the CMS market and has offices in most Australian capital cities.

SalesForce has come from a marketing/campaign management background and requires significant customisation to meet the needs of a Centre. In its out of the box state, the user experience is daunting and complex.

Once customised, SalesForce has the potential to be a reasonable case management solution for Centre requirements.

4.6.2 Centres using this CMS

- Senior's Rights Service
- knowmore
- ADA

4.6.3 Costs

Type	Amount
Purchase fee	None
Implementation	Significant costs to customise
Licensing (per staff)	Licence fee of around \$520-\$700 per user per year . NFP prices are available e.g. first 10 licenses are free.
Licensing (per volunteer)	Not available
Other costs	Apply to add-ons for templates (Conga), document management (Box) and appointments.

4.6.4 Assessment

Strengths	Weaknesses
<ul style="list-style-type: none">• Well-established product, well-supported in the market• Not likely to go out of business overnight due to size and scale• Can be customised to meet most Centre requirements including National Data Standards• Excellent reporting capability• Good template and document management using additional software• Good staff management• Integrates well with Microsoft tools (Word, Calendar, Email etc)	<ul style="list-style-type: none">• Complexity of underlying data model and customisation required• Cost of customisation• Additional cost for plugins for document, template and appointment management• Requires specialist IT skills to develop and maintain• No Helpdesk support for the out of the box version

4.6.5 Client user feedback via survey



- Well-liked by Centres that responded to the survey
- General ease of use
- Extensive customisation available which can be done by inhouse staff
- Excellent reports and graphs



- Requires specialist IT support for significant changes
- Most plugins need to have a licence for all users to be able to use the feature

5 Appendix 1 – Case Management System Checklist

This checklist outlines key considerations for a Centre when selecting a case management system, including:

- Problem definition
- Functionality
- Integration
- Costs
- Vendor capacity

5.1 Problem definition

Different Centres will have different priorities and requirements for what they need a case management system to do. What is your overall vision for the CMS, business objectives, and key outcomes for a CMS? This will inform what functionality is required.

5.2 Functionality

The table below provides a sample of the functionality a Centre may require. It is not comprehensive. It is important that each Centre scope out the functionality that they require.

Client management	<i>Client details at a glance; Alerts for high-risk clients; Other parties; Conflict checking; Search; Handle ambiguous client data; Handle duplicates; See all matters and services for a client; Client portal</i>
Matter and Service management	<i>Matter at a glance – see all services provided as part of a matter; Reminders and alerts; File notes and tasks; Limitation dates; Time tracking; Assign a matter; Search for a service or matter; Review matters for risk management; Archive a matter; Capture outcomes</i>
Referral management	<i>Referral to; Referral from; Track referrals; Internal referrals</i>
Making appointments	<i>Create and view appointments; View calendar; Send reminders and follow-ups; Link to Outlook</i>
Document management	<i>Where documents can be uploaded or linked to; Ease of managing documents across a remote workforce; Drag and drop; Create subfolders; Tag documents; Preview documents within system; Email chain kept with the matter; Limit access to documents; Version control</i>
Template management	<i>Create own templates or bring templates in from another source; Field pre-population for defined fields</i>
Staff management	<i>Review staff assigned cases; Workload management; Staff rostering</i>
User management	<i>Creating and modifying users; Password management; User permissions</i>

User experience	<i>How easy is it to use the system? To enter clients, matters and services?</i>
Reporting	<i>Dashboards; Create reports; Export data to CSV; XML and Excel; Graphs and charts in reports; Limit access to a report; Publish a report in Word or PDF</i>
Appointment management	<i>SMS reminders; Calendar; Synchronised with 365; Show up in matter if linked; List views of appointments</i>
Messaging	<i>Send emails and SMS from CMS; Make phone calls; Track messaging</i>
Security	<i>Where is the system hosted? Internal firewalls?</i>
Offline/Mobile phone version	<i>Is it possible to enter data offline? Is a mobile phone/table version available?</i>
CLE, stakeholder engagement and law reform	<i>Does it support recording data about CLE sessions, stakeholder engagement and law reform activity?</i>

5.3 Integration

Integration with MS Office	<i>i.e. Email appointments, reminders, and emails</i>
Integration to CLASS	<i>Can reporting data be automatically and securely transferred to CLASS?</i>
Integration to DEX	<i>Can data be automatically and securely transferred from the CMS to DEX?</i>
Compatibility with NLADS ¹³	<i>How easy is it to collect data in the form required by the National Legal Assistance Data Standards?</i>

5.4 Costs

Purchase Price	<i>What is the purchase price of the product?</i>
Third party plugin costs	<i>What other software do you need to run it e.g. document management software?</i>
Licence costs	<i>What does it cost per user?</i>
Training costs	<i>What does training cost per user?</i>
Support costs	<i>How much does support cost for a year?</i>
Hosting costs	<i>Are there additional hosting costs?</i>
Backup and storage costs	<i>What are the costs of backups and data storage?</i>

¹³ NLADS is the acronym for National Legal Assistance Data Standards

Data migration costs	<i>How much data needs to be migrated from old to new platform? Is the vendor responsible for data migration? What does your Centre need to do to support data migration?</i>
Customisation costs	<i>How much customisation is required?</i>
Helpdesk support costs	<i>Are there additional costs for support?</i>

5.5 Vendor capacity

It is important to understand the capacity of the CMS vendor. Key questions to consider include:

- Do they have the ability to support your Centre and keep the system updated?
- Do they have adequate local support?
- What is their long-term viability?

Vendor presence in Australia	<i>Including local support team</i>
How large is the vendor team?	
How long has the vendor been operating for?	
Vendor involvement with Community Legal Sector	
Hosting	<i>Hosted in Australia?</i>
Deployment support	
Ongoing maintenance	
Training	<i>How much training is offered?</i>
Support	<i>What helpdesk support is provided? Who is your first point of call in a failure? Are they local?</i>
Contract considerations	<i>Limits of liability, insurance, standards of service</i>

5.6 Other considerations

Customisation	<i>How much customisation to the product is required? How easy is the product to customise?</i>
Regional and remote (offline operation)	<i>Is there a need to use the solution offline? E.g. at courts</i>
Software requirements	<i>What software does your Centre need to run the system eg. what version of Windows is required? Does it run on a Mac?</i>
Community legal education and law reform	<i>Does the system allow for collection of data on other key activities such as CLE and law reform?</i>

6 Appendix 2 – CMS survey

This survey was completed by 2-3 Centres using each system. It may also provide useful guidance to Centres as to the types of questions to ask vendors when selecting a case management system.

1.1 Overall impression

Platform used							
Approx staff numbers							
Purchase price	\$						
Licence cost per user	\$						
Third party plugin/product cost	\$						
Training required per user	Hours						
	Rating (0 = None, 1= Poor... 5 = Excellent)						
Area of interest	0	1	2	3	4	5	Comments
Client management							
Matter management							
Service management							
Referral management							
Document management							
Appointment management							
Staff management							
Reporting and extraction							
Messaging (SMS, Email)							
Security including internal firewalls							
Ease of data entry							
Ease of configuration							
Conforms to National Legal Data Standards							
Overall pros							
Overall cons							
Support from vendor including training							

1.2 Client management

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create new client								
Search for existing client								
Update client								

Delete client								
Find duplicate clients								
Merge duplicate client record								
Ease of client intake								
Handle ambiguous client data								
Identification of high-risk clients								
Conflict checking of clients								
Track messaging								

1.3 Matter management

A matter is a collection of services provided to a client about their problem. A matter is often interchanged with the term “case”. In physical terms the matter is the “folder” while the “service” is the paper that goes into the folder.

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create new matter								
Search for existing matter								
Update existing matter								
Duplicate existing matter								
Merge duplicate matters								
Add/modify matter to client								
Add/modify other parties								
Flag matter as high-risk								
Archive a matter								
Retrieve a matter								
Customise problem types in line with National Data Standards								
Assign matter to staff member								
Raise matter to manager								
Reassign matter								
Close matter								
Re-open matter								
Review matter								
Set matter as priority								

1.4 Service management

A service is a discrete piece of work conducted for the client e.g. advice, representation

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create new service								

Search for existing service								
Update existing service								
Duplicate existing service								
Merge duplicate services								
View all services for a matter								
Add/link service to matter								
Move/relink service between matters								
Attachments of documents/records								
Attachment of emails directly from email system								
Capture court/tribunal details on matter								
Capture outcome on matter								
Flag as high-risk								

1.5 Referral management

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create a referral – Simple								
Create a referral – Facilitated								
Add referral to matter or service								
Find referral target								

1.6 Document management

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Add new documents								
Attach documents to clients or matters								
Find documents								
View existing documents								
Tag documents								
Add notes to documents								
Preview documents								
Manage document folder structure								

1.7 Template management

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create document templates								
Create email templates								

Create SMS templates								
Precedent management								
Add new template								
Define fields in template								
Merge details into template								
Use template to generate document								

1.8 Appointment management

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create appointment								
View appointments								
Modify appointments								
Delete appointments								
View calendar (all appointments)								
Bulk modify appointments								
Send reminders								
Send follow-up								

1.9 Staff management

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create new staff								
Find staff								
Modify staff								
Exit staff								
Manage staff structure								
View staff calendar								
Print weekly/monthly roster								
Timesheet management								
View staff assigned cases								
View staff availability								
View staff workload								

1.10 Reporting and data extraction

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create new report								
Create reports in line with NLAP reporting requirements								

Graphs/charts in reports								
Publish report								
Limit access to a report								
Export data to CSV								
Export data to XML								
Export data to Excel								

1.11 User management

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Create user								
Find user								
Modify user								
Exit user								
Reset password								
Suspend user								
Group users								
Force password reset								

1.12 Messaging

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Capture preferred contact method								
Send emails								
Send SMS								
Make call								
Track messaging								

1.13 Integration

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Integration to CLASS								
Integration with MS Office								
Integration to Dex								
Other integration								

1.14 Security and archiving

	Capability (0 = None, 1= Poor ... 5 = Excellent)							
Area	0	1	2	3	4	5	N/A	Comments
Data segregation between staff								
Version control								
Modified by								
Modified date								
View as at date								
Archiving of data								
Retrieval of archived data								
Removal of records after a time period (i.e. 7 Years)								
Retention of records indefinitely								
Backup – Data								
Backup - Documents								
Restore – Data								
Restore - Documents								