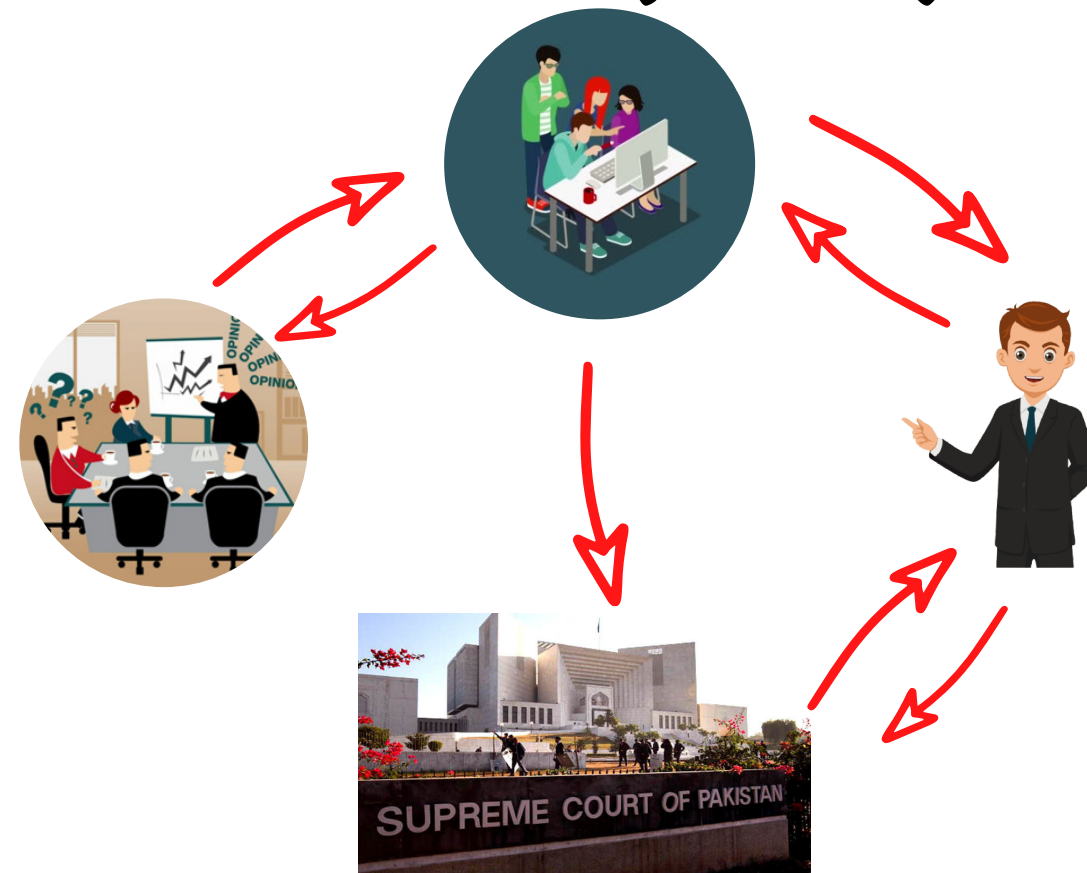


LEGAL CASE MANAGEMENT SERVICE (LCMS)



INTRODUCTION

SoftLegal (Private) Limited is providing Legal Case Management Services (LCMS) to facilitate administrative management for legal departments of both Public and Private Sectors.

SoftLegal Private Limited is a top rated IT firm providing strong network of exceptional legal case management services across Pakistan. SoftLegal services are based on five pillars i.e. professionalism, confidentiality, integrity, effectiveness and resolutions for our clients.

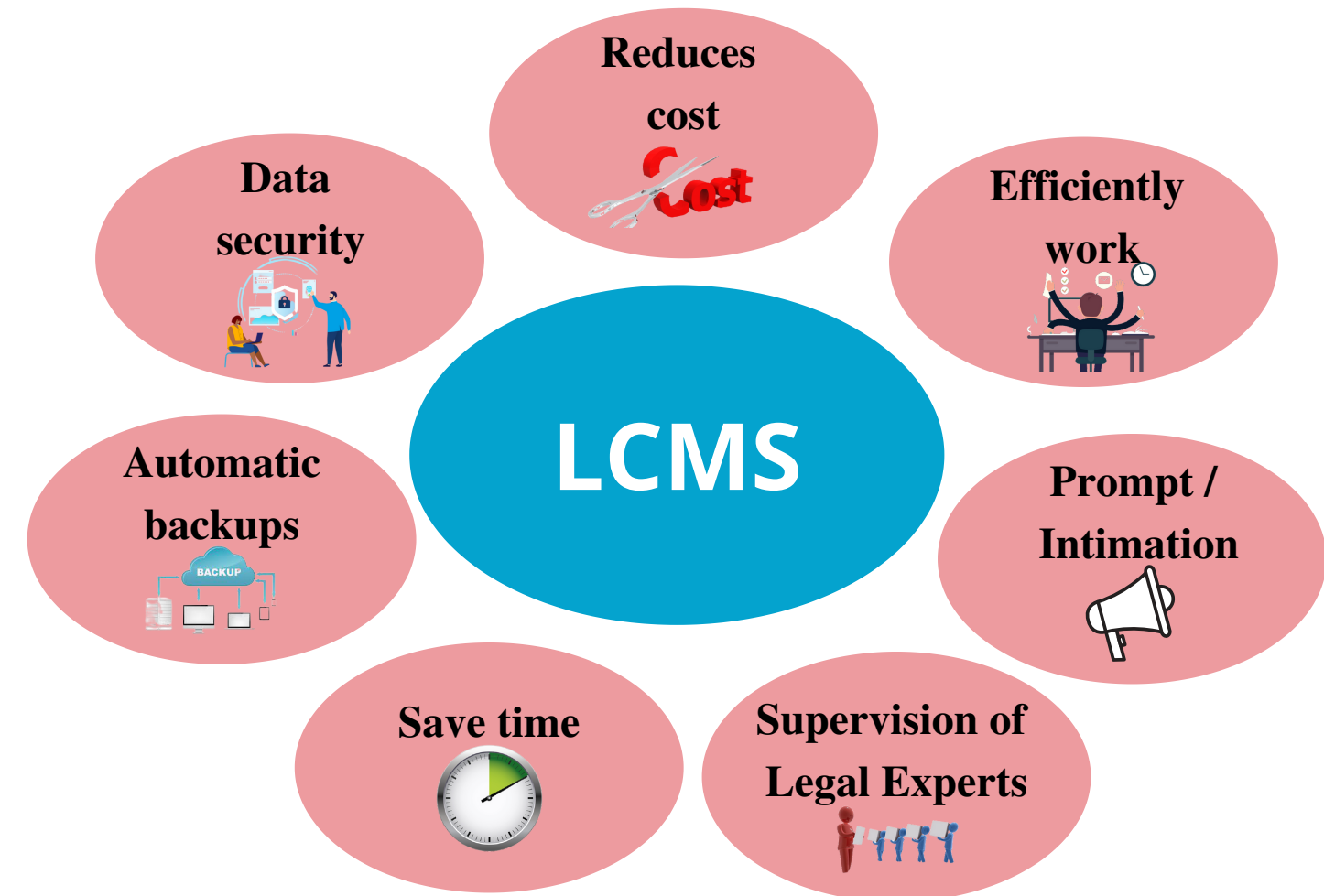
SoftLegal Private Limited is a software company that provides Soft.legal, a powerful online portal i.e. Legal Case Management Software and legal accounting solution in a single web and mobile application.

Our main clients are

- Legal departments of Federal and Provincial Government institutes/organizations/agencies
- Legal departments of private companies/corporations/societies and financial institutions.

LCMS team comprises of Former Judges of Higher Judiciary, Barristers, Advocates, Solicitors, IT Experts, Software Developers, Software Engineers and Trainers.

WHY LCMS?



HOW IT WORKS

Step 1:

Signing of Agreements/Authority Letter:

- SoftLegal and the Client/Customer (i.e. Legal Departments etc), both parties sign the written agreement for LCMS.
- Non-Disclosure Agreement(NDA) will be signed between the parties .
- The Client/Customer will provide Authority letter to SoftLegal to use the LCMS on behalf of the Client/Customer.
- Client/Customer will provide a written Authority letter to SoftLegal confirming that SoftLegal and its legally qualified members are authorized to attend court cases on behalf of the client if and when required, this Authority letter will enable our legal staff to attend the court proceedings wherever they find absence of the assigned lawyer. Therefore, our client can avoid ex-parte decisions and contempt of court proceedings because of non-appearance before the court due to lack of communication or information at timely manners.



Services of SoftLegal after signing of Agreements/Authority Letter:

- SoftLegal will subscribe a dedicated Legal Case Management Software for the Client/Customer (i.e. Legal Departments etc).
- SoftLegal team will provide complete training to use the Legal Case Management Software to at-least two staff members of the Client/Customer.
- SoftLegal will deploy a dedicated team of legally qualified staff members to coordinate between the Clients/Customer and Lawyers and update data on the Legal Case Management Software.
- One legally qualified staff member of SoftLegal will be visiting the Client/Customer's legal department for collection of legal posts, documents and other relevant instructions and information about day to day legal matters.
- SoftLegal will do overall administration of the legal case on behalf of its client/legal department in accordance with the instructions given by the client.
- SoftLegal will make use of legal software and other technology to efficiently manage the legal cases for their clients.



HOW IT WORKS

Old Cases

- SoftLegal will upload all the closed case files and case records in the Legal Case Management Software.
- Old/closed physical files of the cases can be removed from the record room and all the files can be stored online which can be accessible with one click.

On-going Cases

- SoftLegal staff will upload all the on-going cases of the Client/Customer in the Legal Case Management Software.
- SoftLegal will upload and maintain detail of all the lawyers currently instructed by the client and those who are on the list of panel advocates.
- SoftLegal will also upload the data of live cases in the Legal Case Management Software along with its current status).
- SoftLegal will take over the management of all the live cases and then will start coordination between department, the lawyer and third parties if and when required.



New Cases

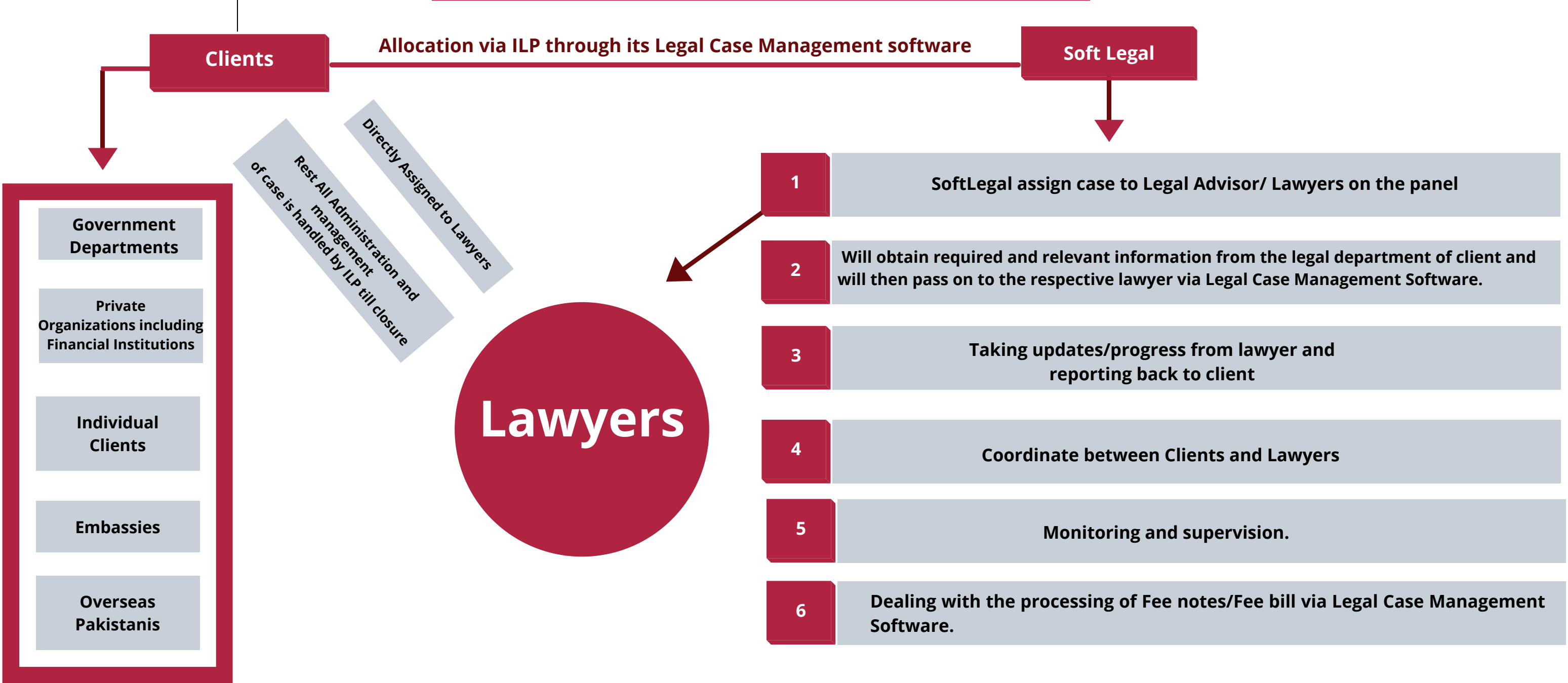
- The Client/Customer or our Customer Support Officer will upload the first notice/summon received by the department on the Legal Case Management Software.
- SoftLegal will assign the case/matter to any specific lawyer. (directly or via soft legal portal to the lawyer on panel recommended by the department) in accordance with the direction of the department.

OR

- Alternatively, SoftLegal itself will assign the case to the lawyer on the panel of the department based on their legal experience, expertise, geographical location, nature of the case, stage of the case, court hierarchy, and previous success rate.
- SoftLegal will obtain all the relevant information from the court or other third parties.
- SoftLegal will also obtain required documents and information from the legal department (Client).
- SoftLegal will then coordinate between department and the lawyer and third parties if and when required.



LEGAL CASE MANAGEMENT SERVICES



OPERATIONAL PROCEDURES

Step 2:

- Receiving notice/summon from the client.
- SoftLegal will create separate file and will upload notice/summon in the Legal Case Management Software
- Seeking instructions of the department via software/email/letter to assign it to any specific/nominated lawyer.
- SoftLegal will assign the case to the panel lawyer or to the independent lawyer as per instruction of the clients.
- SoftLegal will also obtain required documents and information from the legal department (Client) and will pass on to the lawyer via Legal Case Management Software or in person.
- SoftLegal will assign the case (directly or via Legal Case Management Software to the lawyer on panel recommended by the department).
- If SoftLegal does not receive a nomination of a lawyer from the client then, SoftLegal itself will assign the case to the lawyer on the panel of the department considering their legal experience and expertise, location, nature of the case, stage of the case, court hierarchy, and success rate of pervious cases. (Updated list of panel of lawyers to be provided by the departmet every month).

OPERATIONAL PROCEDURES

- One legally qualified staff member of SoftLegal will be visiting the legal department for once a day to collect the legal posts, documents, or required information in the relevant case unless client has opted for in-house dedicated help desk.
- SoftLegal will coordinate between department and the lawyer and third parties if and when required.
- In short, SoftLegal will do overall administration of the legal case on behalf of its client/legal department in accordance with the instructions given by the client and will keep the client updated and posted on daily basis via LCMS.
- SoftLegal will make use of legal software and other technology to efficiently manage the legal cases for the purpose to reduce the cost of its clients, keeping readily accessible record and obtaining progress reports via Legal Case Management Software.
- Our team consists of a large number of legally qualified staff members i.e. Former Judges, Barristers, Advocates, Solicitors, IT Experts, Trainee Lawyers and Legal Executives who all understand the needs of our clients.



LAWYER'S FEE MANAGEMENT:

Step 3:

- SoftLegal will also help their clients to deal with the case fees of the lawyers on monthly basis.
- SoftLegal will receive invoices/Fees bill from the lawyers in the last week of every month and will then prepare a data sheet of all the bills of lawyers payable in the relevant month and will then create one bill of legal cost for respective month and submit to the client for approval via Legal Case Management Software.
- SoftLegal will submit one bill of legal cost every month to the legal department with full break down of lawyer's fee with their names, case title, current status of case, fee agreed, fee payable and other legal management and administration cost (if applicable).
- SoftLegal maintains a separate designated client bank account for the purpose to receive one monthly payment from their client and to pay out to the lawyers and other relevant third parties on behalf of the legal department.
- SoftLegal will also give monthly report of all the payments made out on behalf of the client with the evidence of receipts of payments by lawyers or third parties.
- SoftLegal will also make financial records, pertaining to their clients, available to their clients for audit and inspection. Subject to the reasonable notice received.
- All the financial records are also being saved in Legal Case Management Software where SoftLegal clients can have access to see the financial ledger of every case and lawyer.

BENEFITS

(Lawyer's Fee Management)

- Faster invoicing.
- SoftLegal will receive invoice/bill of lawyer's cost via Legal Case Management Software from each lawyer and will process as one bill.
- Legal department will have to process only one bill of legal cost to their own finance/accounts department for approval and this will indeed save a huge amount of time of the staff of legal department and subsequently will save good amount of money every month which is currently being wasted.
- No more repetitions of the bill payments to the lawyers by mistake.
- Lawyers will not have to wait for an extended period of time for the approval and payment of their fee bills.
- Less human involvement will lead to speedy process and will indeed help to make it more transparent and fair.
- By operating a separate client account there will be transparency of financial records, management and help in managing payment of fee of the lawyers.
- Complete financial report of legal matters available on one click.



MONTHLY REPORTING:

Step 4:

SoftLegal will submit monthly report to the legal department regarding;

- New cases opened in the current month.
- Cases closed in the current month.
- Latest stages of every case.
- Financial reporting regarding lawyer's fee and case administration.

This report will also be submitted via Legal Case Management Software and will be online accessible.



BENEFITS OF SWITCHING TO LCMS

Managing cases

- Switching from manual to digital technology.
- Paperless files are easily saved and retrieved on the go and environment friendly **(Go Green)**.
- LCMS enables the department to access all of its cases old/new with one click any time anywhere.
- Safety of files and records from natural disasters i.e. fire, floods, earthquakes and theft.
- LCMS enables the department to monitor progress and efficiency of the on-panel lawyers and legal staff by obtaining progress report of both cases and lawyers on one click.
- LCMS enables the department to check the case progress and reports in minutes.
- The department can obtain reports and submit to Higher management in minutes.
- Legal Department (the client) do not need to contact, chase and visit several offices of lawyers and courts for the purpose to deal with the cases as there will be only one point of contact i.e. SoftLegal, who will do all this exercise for the client and reported back to the legal department unless any staff member of client is required to attend specific meeting with the lawyer or to appear before the court in person.



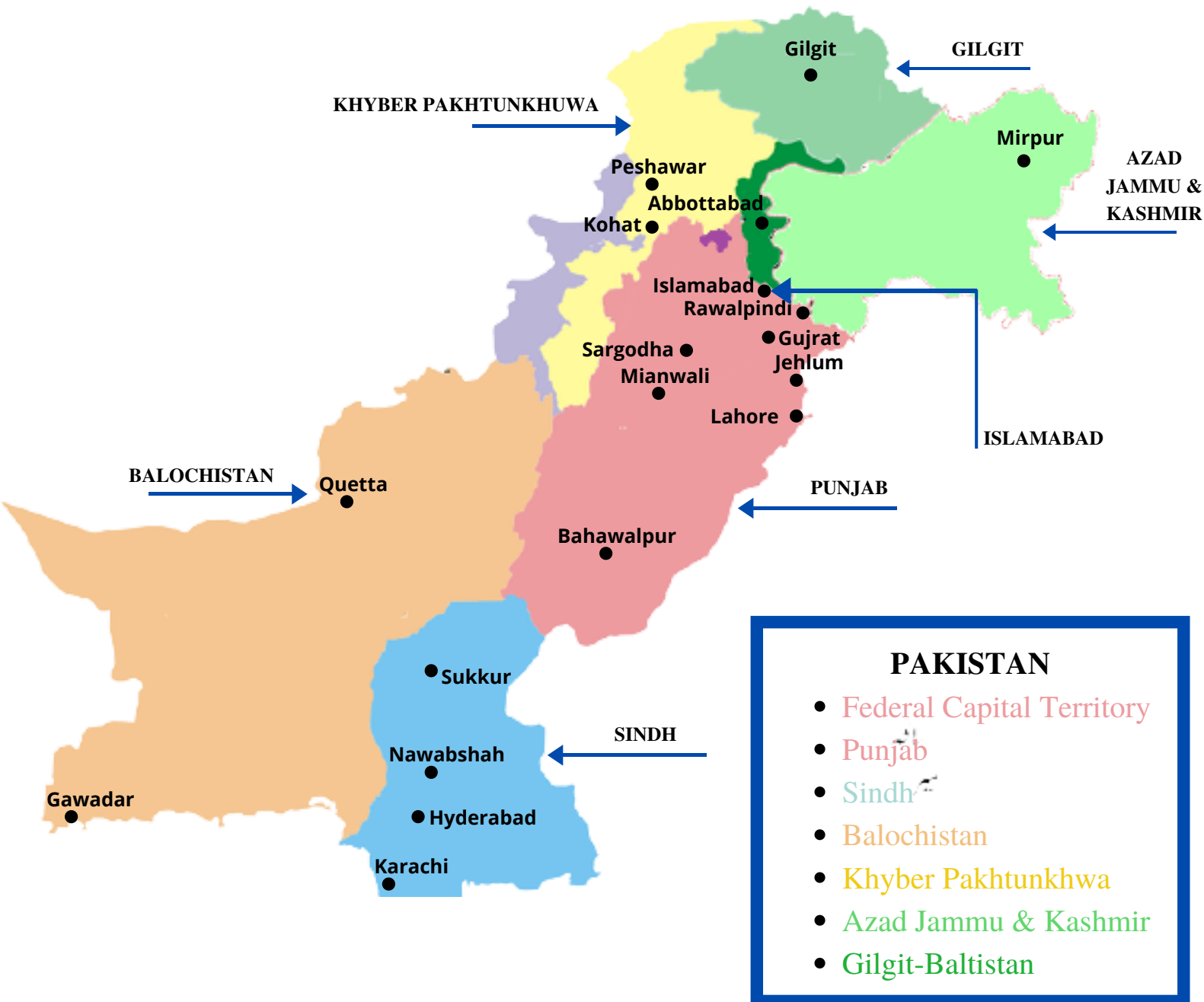
- Avoid ex-parte decisions and contempt of court proceedings because of non-appearance before the court due to lack of communication or information at timely manners.
- Implementing Prime Minister vision to make use of technology.
- Covid-19 factor, health and safety.
- Client communication is faster and less expensive.
- Responsive customer service.
- Producing quality work.

Financial benefits

- Save huge amount on monthly cost:
 - Papers & Stationary
 - Travel & Transport
 - Large amount of TA/DA bills
 - Recruitment & Staffing cost
- We believe that the current system of dealing legal cases is costing a huge amount of money to your organization which can be reduced up to **75%** by using our Legal Case Management Services and adopting legal software technology.



OUR PRESENCE



- Federal Capital Territory
- Punjab
- Sindh
- Khyber Pakhtunkhwa
- Balochistan
- Azad Jammu & Kashmir
- Gilgit-Baltistan

