

SILVER LINK



Debt Recovery

&

Property Repossession Software

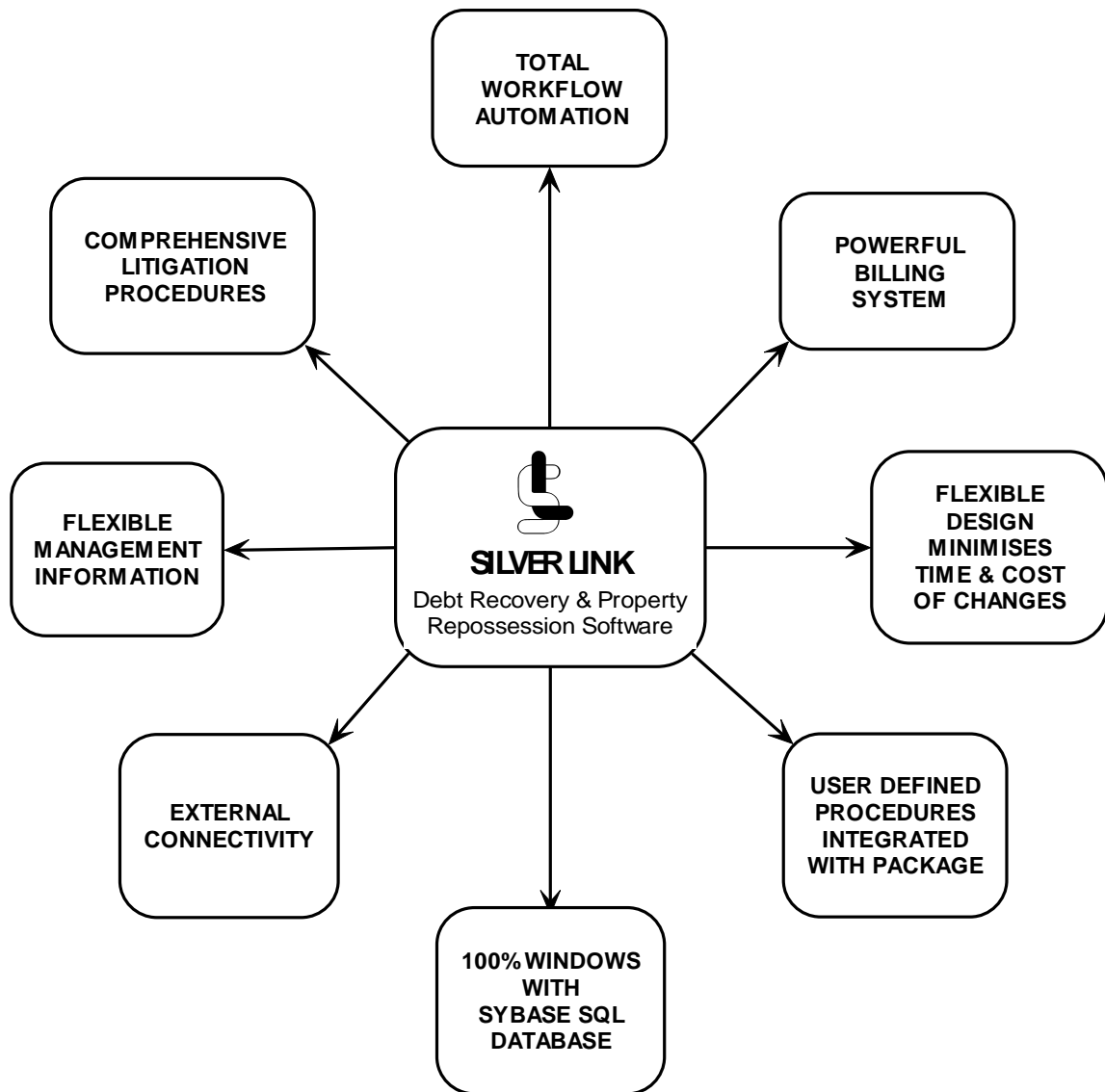
Overview

Version 5.77

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8 REASONS WHY YOU SHOULD CONSIDER
SILVER LINK
LITIGATION SOFTWARE



TO **MAXIMISE** CLIENT SERVICE,
PROFITABILITY AND PRODUCTIVITY

1. Total Workflow Automation

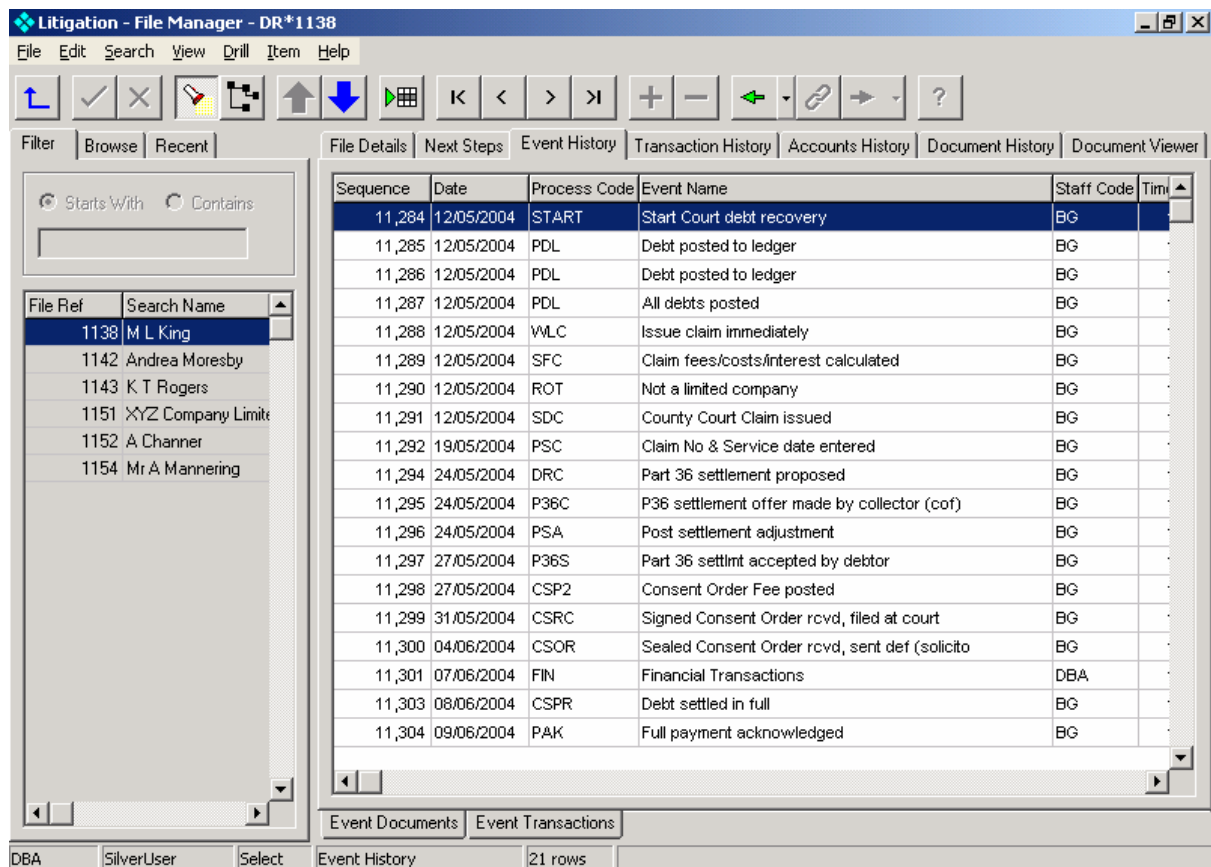
Automatic Diary Updating

Every day the system looks at every matter on your database and moves it forward as far as it can in the litigation procedure using the data that has been entered – automatically! In doing this, calculations are made, key dates are recorded, court fees, solicitors costs and interest are posted automatically to the debtor's ledger, billable charges are generated and documents are written to a print queue. Audit trails of procedural events processed, financial transactions posted and documents produced are also recorded. Thus, your staff members are relieved of the need to produce most documents manually. This means that your debt recovery team will be able to manage higher matter volumes.

The system automatically diarises future events and produces reminders when additional information is required. It optimises client service and user productivity because no matter is forgotten, and human time delays are minimised. Events, calculation of interest, posting of disbursements and costs are all recorded automatically, and may trigger billing transactions. Other financial transactions such as receipts from debtors, non-recoverable disbursements and staff time recorded may also create further billing transactions.

Full audit trails of events processed, financial transactions posted and documents produced are all maintained.

Events Processed Audit Trail



The screenshot displays the 'Litigation - File Manager - DR*1138' application window. The main area shows a table of event history. The table has the following columns: Sequence, Date, Process Code, Event Name, Staff Code, and Time. The data rows are as follows:

Sequence	Date	Process Code	Event Name	Staff Code	Time
11,284	12/05/2004	START	Start Court debt recovery	BG	
11,285	12/05/2004	PDL	Debt posted to ledger	BG	
11,286	12/05/2004	PDL	Debt posted to ledger	BG	
11,287	12/05/2004	PDL	All debts posted	BG	
11,288	12/05/2004	WLC	Issue claim immediately	BG	
11,289	12/05/2004	SFC	Claim fees/costs/interest calculated	BG	
11,290	12/05/2004	ROT	Not a limited company	BG	
11,291	12/05/2004	SDC	County Court Claim issued	BG	
11,292	19/05/2004	PSC	Claim No & Service date entered	BG	
11,294	24/05/2004	DRC	Part 36 settlement proposed	BG	
11,295	24/05/2004	P36C	P36 settlement offer made by collector (cof)	BG	
11,296	24/05/2004	PSA	Post settlement adjustment	BG	
11,297	27/05/2004	P36S	Part 36 settlmt accepted by debtor	BG	
11,298	27/05/2004	CSP2	Consent Order Fee posted	BG	
11,299	31/05/2004	CSRC	Signed Consent Order rcvcd, filed at court	BG	
11,300	04/06/2004	CSOR	Sealed Consent Order rcvcd, sent def (solicito	BG	
11,301	07/06/2004	FIN	Financial Transactions	DBA	
11,303	08/06/2004	CSPR	Debt settled in full	BG	
11,304	09/06/2004	PAK	Full payment acknowledged	BG	

The application interface includes a menu bar (File, Edit, Search, View, Drill, Item, Help), a toolbar with navigation icons, and a sidebar with a file list. The file list shows entries like '1138 M L King', '1142 Andrea Moresby', '1143 K T Rogers', '1151 XYZ Company Limits', '1152 A Channer', and '1154 Mr A Mannering'. The status bar at the bottom indicates 'DBA SilverUser Select Event History 21 rows'.

Financial Transactions Audit Trail

Litigation - File Manager - DR*1138

File Edit Search View Drill Item Help

Filter Browse Recent

File Details Next Steps Event History Transaction History Accounts History Document History Document Viewer

Sequence	Date	Type	Narrative	Debit	Credit	New Balance	Principal Balance	Fees Be
3,704	12/05/2004	C	Initial Claim	2,500.00		2,500.00	2,500.00	
3,705	12/05/2004	C	Initial Claim	5,000.00		7,500.00	7,500.00	
3,706	12/05/2004	F	Claim Fee	250.00		7,750.00	7,500.00	2
3,707	12/05/2004	S	Claim Costs	100.00		7,850.00	7,500.00	2
3,708	12/05/2004	I	Claim Interest	335.12		8,185.12	7,500.00	2
3,709	24/05/2004	ST	Settlement Adjustmt		1,000.00	7,185.12	6,500.00	2
3,710	27/05/2004	F	Consent Order Fee	30.00		7,215.12	6,500.00	2
3,711	07/06/2004	R	Receipt	0.00	7,215.12	0.00	0.00	

DBA SilverUser Select Event Transactions 8 rows

Document History Audit Trail

Litigation - File Manager - DR*1138

File Edit Search View Drill Item Help

Filter Browse Recent

File Details Next Steps Event History Transaction History Accounts History Document History Document Viewer

Date	Event Name	Time	Doc	Narrative
12/05/2004	County Court Claim issued	15:46:54	SUMCHQ	Cheque request, Claim Form
12/05/2004	County Court Claim issued	15:46:54	SUM1AS	Claim Form general multi debt
12/05/2004	County Court Claim issued	15:46:54	MGPC	Genrl POC (multiple debts) CC
24/05/2004	P36 settlement offer made by collector (cof)	15:49:32	P36C	Settlement offer (post issue)
27/05/2004	Consent Order Fee posted	15:51:12	CST	Consent Order
27/05/2004	Consent Order Fee posted	15:51:12	CONSC	Consent Order chq request
27/05/2004	Consent Order Fee posted	15:51:12	CSOL	Consent Order ltr def
31/05/2004	Signed Consent Order rcvcd, filed at court	15:52:53	CSCL	Crt ltr with signd Consent Ord
09/06/2004	Full payment acknowledged	15:56:43	CLFP1	Cl ltr pmt in full rcvd
09/06/2004	Full payment acknowledged	15:56:43	FULPMT	Acknowldgmt of full payment
09/06/2004	Acknowledge court of full payment	15:56:54	FP	Crt ltr, full payment

DBA SilverUser Select Event Documents 11 rows

The system also keeps a copy of every document that is produced. In the above example, any document can be selected from the audit trail and displayed on screen. Here are some examples:

Forms on Disk - C:\Shawform\COURTS\N1.shf

File Edit Page View Table Tools Help

Claim Form

In the **Watford County Court**

for court use only

Claim No. _____
Issue Date _____

Claimant
Xenis Apparel Limited
Xenis House
Xenis Place
London
WC1A 2AD

Defendant(s)
M L King (An individual)
45 The Street
Watford
Herts
WD1 2FC

SEAL

Brief details of claim

Xout < Page 1 of 2 >

Litigation - File Manager - DR*1138

File Edit Search View Drill Item Help Edit View Insert Format Tools Table Help

Restore Down

Normal Times New Roman 11 B I U

File Details Next Steps Event History Transaction History Accounts History Document History Document Viewer

1 2 3 4 5 6 7

IN THE Watford County Court CLAIM No. _____

BETWEEN

Xenis Apparel Limited CLAIMANT

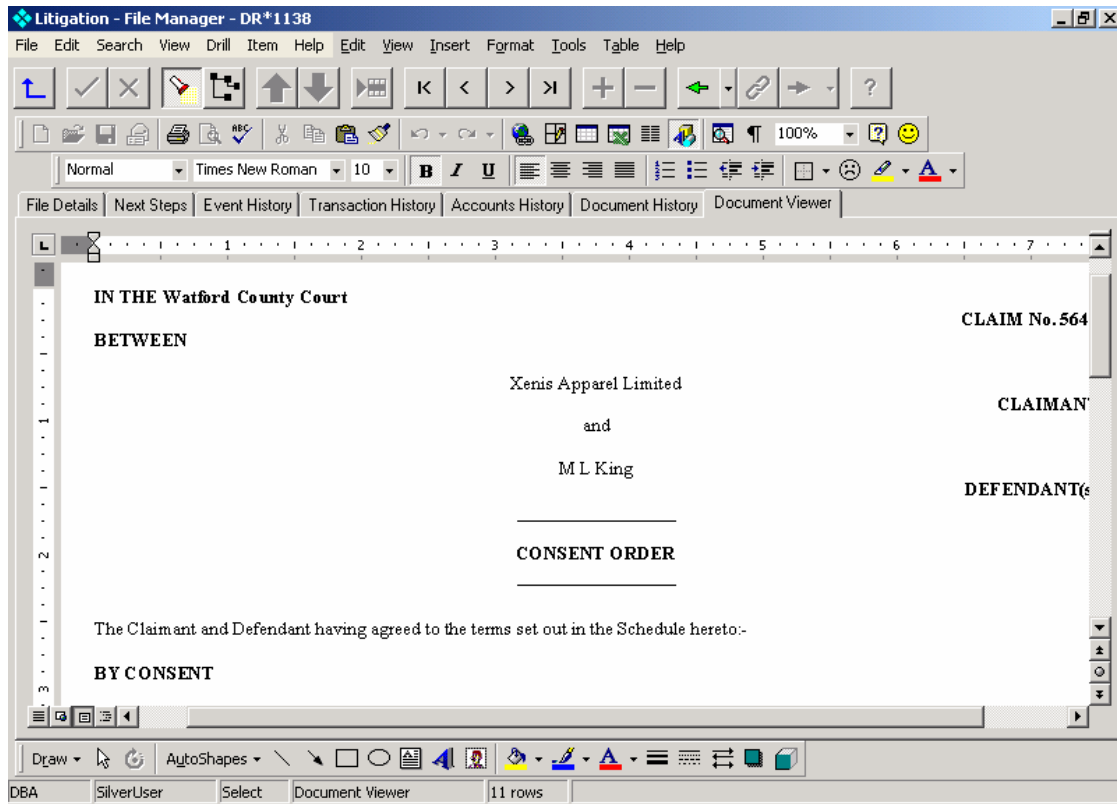
AND

M L King DEFENDANT(s)

PARTICULARS OF CLAIM

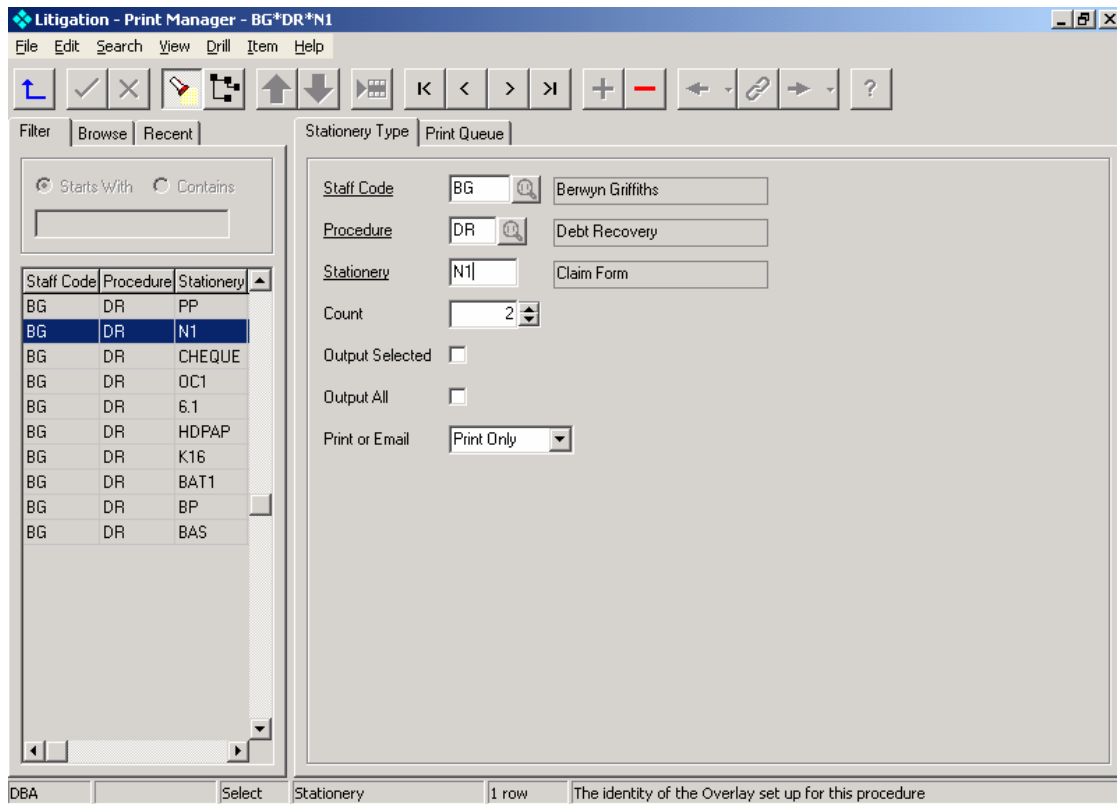
1. The Claimant claims £7,500.00 for Goods Sold Delivered and Invoiced being the sum total of the following amounts:

Draw AytoShapes Select Document Viewer 11 rows



Printing Output

When the diary update has been completed, output documents are sorted by type and are produced using the Print Manager.



These include letters, court forms, particulars, witness statements, draft orders, cheque requests, further liability schedules and other documents.

Seamless Interfaces to Microsoft Office and Electronic Court Forms

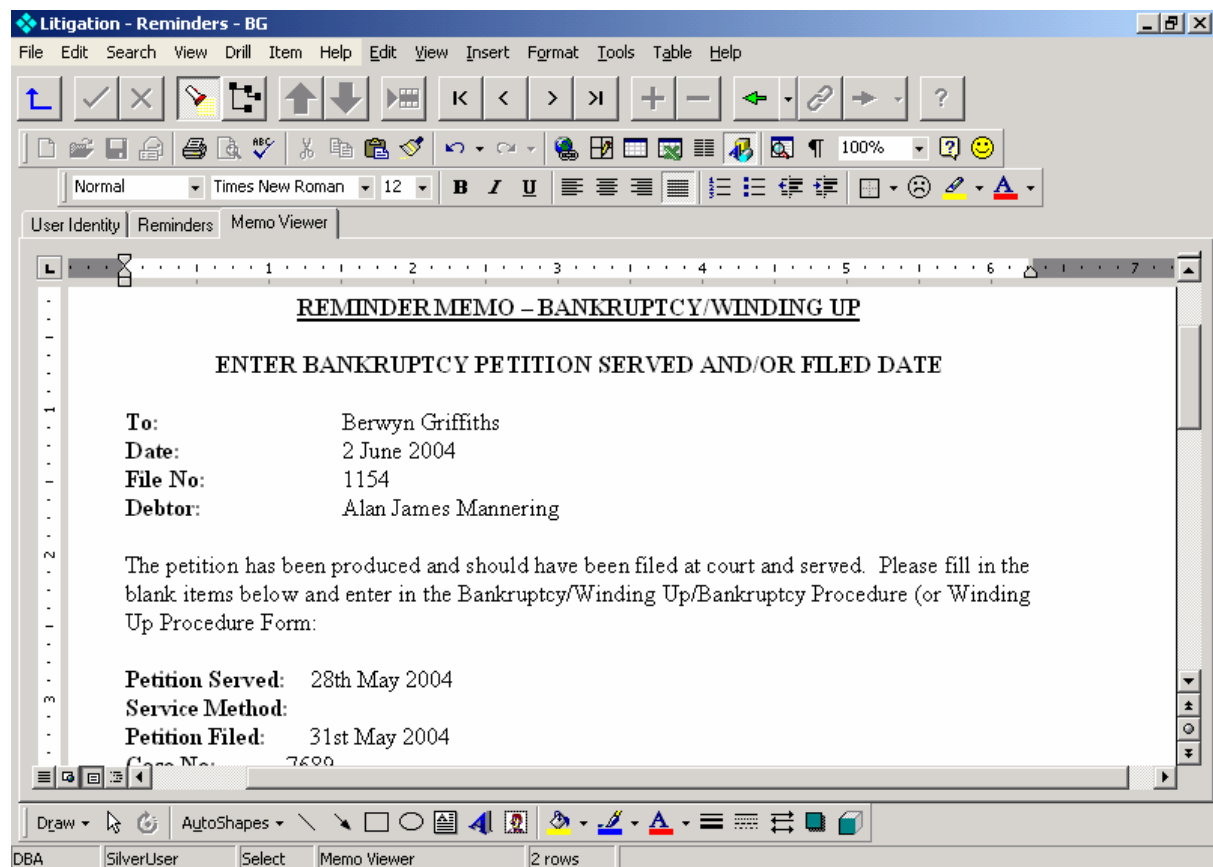
Output documents are merged using Microsoft Word and court forms with Shaws Business Forms seamlessly.

Automatic E-mails

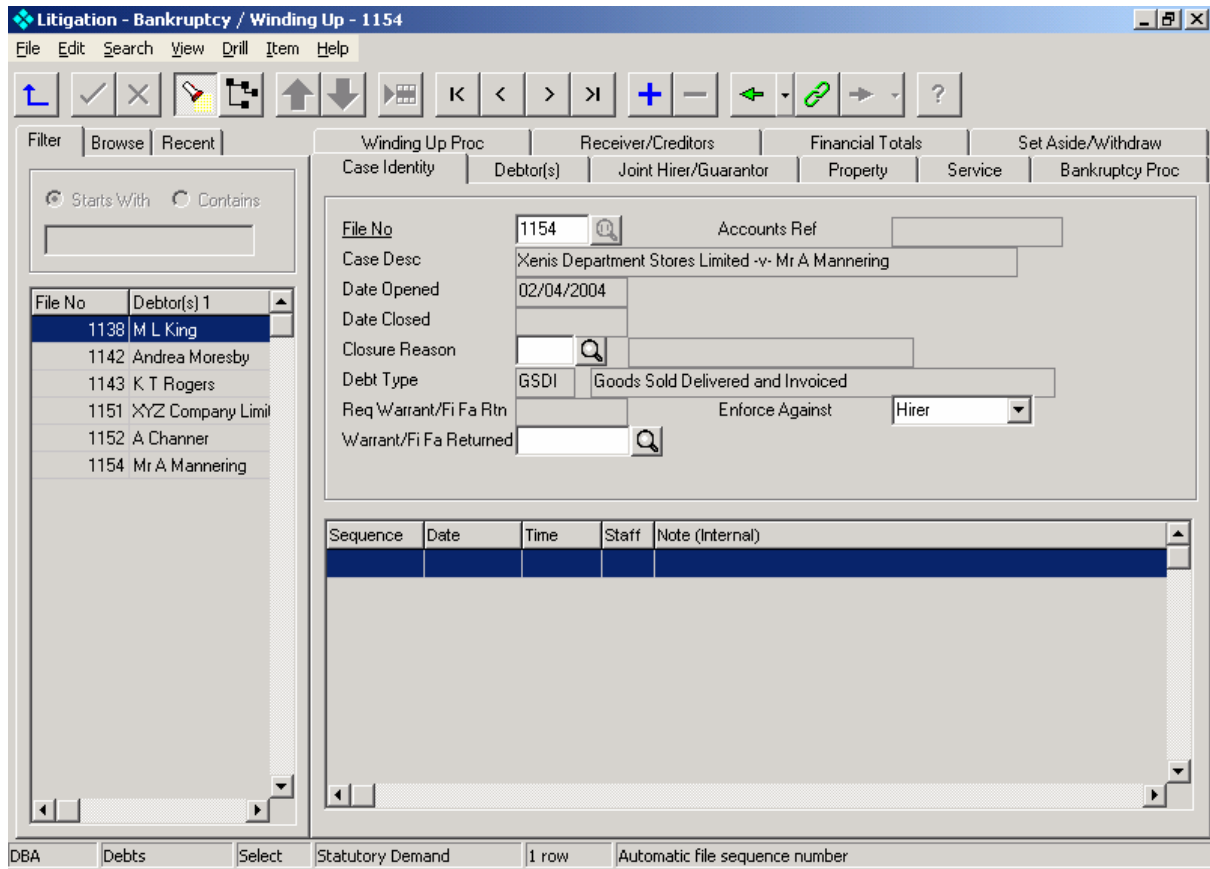
Some documents are not printed, but are e-mailed automatically to the recipient via the seamless interface with MS Outlook. The system knows automatically the recipient for each of these documents.

Automatic Reminders

If essential data required to move the procedure to the next stage has not been entered, either to diarise a future event, produce a document, or to make an essential calculation, the procedure is stopped for the matter in question and a reminder to the staff member responsible is produced. The reminder tells the user exactly what to do next, as shown in the example below.



With a single mouse click from the reminders option, the system zooms to the correct data entry option that requires the missing data:



When the data has been entered and filed, another mouse click returns the user back to the list of reminders. Thus the user can manage his queue of matters awaiting action simply and effectively.

Using Experian Data

Experian credit checking data can be used to prioritise the action of reminders where high matter volumes are being processed.

Overriding the Next Procedure Step

Whilst the system is fully automated, the user is always in control, because he can delay, bring forward, or override the next steps that are due, simply by altering the entry.

The screenshot displays the 'Litigation - File Manager - DR*1142' application. The interface includes a menu bar (File, Edit, Search, View, Drill, Item, Help), a toolbar with navigation and action icons, and a tabbed interface with 'Next Steps' selected. On the left, a file list shows '1142 Andrea Moresby' selected. The main area contains a form with the following fields:

Event Date	23/08/2004
Procedure Code	DR
Process Code	PCC
Description	Post CCJ Check
Staff Allocated	BG Berwyn Griffiths
Change Date	19/08/2004
Change Person	
Change Reason	
Event Time	

The status bar at the bottom indicates: DBA SilverUser Select Next Steps 5 rows The date the event is due to take place

Whilst the procedure automatically decides the next step, there are some manually entered decisions that may have to be made, such as the choice of enforcement method, or the awaiting of client instructions.

Manually Produced Documents

Any standard document, or document template can be used to produce one-off documents. Matter data is merged in automatically. These documents can be saved initially as drafts, before they are finalised and saved in the audit trail.

2. Comprehensive Litigation Procedures

Detailed procedures are provided for every stage of the litigation process, mostly in the County Court, but with the inclusion of some High Court actions. These include:

Money Claims

- Basic procedure including letter before action, issue and service of a claim and request for judgment if the debtor does not defend the claim. (A claim can also be issued and judgment obtained for debtors resident in Scotland or Northern Ireland. A Scottish or Irish agent can then be instructed to enforce the judgment locally. Alternatively, the agent can be instructed to manage the complete litigation process).
- Particulars of claim, or statutory demands may contain additional information, for purchased debts.
- Automatic monitoring of agreed instalment arrangements (and judgments with instalments), either by a regular, or irregular schedule of instalments. The system can also record post dated cheques, which are credited automatically to the debtor's ledger on the due dates. If the debtor defaults on the arrangement, the litigation procedure automatically continues from the point where it was suspended.
- Automatic control is maintained for a settlement (or Part 36 settlement) negotiated with the debtor. Settlement may either be by payment in full, or by instalments. If the debtor does not fulfil the terms of the settlement, the litigation procedure automatically continues from the point where it was suspended.
- Automatic monitoring of defended actions, including procedures for obtaining summary judgment track allocation and full trial. If judgment is made in favour of the claimant, the system invokes the enforcement method requested.

- Detailed enforcement procedures are provided for:

Warrant of Execution

Writ of Fi Fa, or enforcement by a High Court enforcement officer

Attachment of Earnings Order

Charging Order

Third Party Debt Order

Order to Obtain Information

Bankruptcy

Company Winding Up

Recovery of monies from the estate of a deceased debtor

Issue of claims to members of the armed forces

Return of Goods and Further Liability Claims

For hire purchase debts, procedures are provided for:

- Issue and service of a return of goods claim
- Obtaining a forthwith or suspended Return of Goods Order
- Production of a request for Warrant of Delivery
- Repossession and sale of goods
- Calculating any further liability remaining after sale of goods
- Reinstating or revoking a Return of Goods Order
- Enforcing payment of further liability by any method available

Repossession of Property

A property repossession procedure is provided for:

- Mortgage arrears
- Residential rent arrears for local authority owned property
- Eviction of trespassers

The procedure provides the following facilities:

- Letter before action
- Notice seeking possession, or notice to quit for local authority property
- Issue and service of a Claim for Possession of Land
- Obtaining a forthwith or suspended Possession Order
- Production of a request for Warrant of Possession
- Eviction of the defendant(s)
- Applications to suspend a warrant
- Suspension or adjournment of the procedure at any point if an arrangement is made with the debtor to increase periodic payments to pay off the arrears, or if the arrears are sufficiently small not to merit further litigation

Land Registry, Bankruptcy and Company Searches

Facilities are provided to manage the above searches.

Instruction of Process Servers, Tracing Agents and Solicitor Agents

At every stage of the litigation procedure, agents can be instructed to trace debtors, serve documents, recover and sell goods, change the locks on property or attend court hearings.

Court and Land Registry Indexes

Names, addresses and contact information are provided for Land Registries, County Courts, High Courts and High Court enforcement officers.

Debt Types

A wide range of debt types are managed including:

- General debts including Goods sold, delivered and invoiced, Services rendered, Returned cheques, utility invoices etc. Multiple debts are consolidated into a single claim.
- Bank debts including unpaid credit card balances purchased, mortgage shortfall debts
- Finance house debts for return of goods, collection of further liabilities and personal loans
- A wide range of Local Authority debts

Additional debt types and associated particulars can be added easily to the system.

Interest

Statutory or contractual interest is calculated at each stage of the litigation process automatically. Interest after judgment is calculated accurately (depending on the enforcement method selected) for selected matters where it can be added.

Consolidation of Multiple Debts into a Single Matter

Where more than one debt is consolidated into a single matter, the system maintains a “mini ledger” for each debt. When interest is calculated, it is allocated to each debt separately in each mini ledger. When monies are received from the debtor, the system allocates these payments against the oldest debt first. The total debt, total interest, court fees and solicitors costs are all maintained in the overall ledger for each matter.

Multiple Debtor Parties

Where more than one person is jointly and severably liable for payment of a debt, flexible facilities are provided. For individuals, the names and addresses of up to 3 parties can be defined in a single File. By default, the system issues a single claim and obtains judgment against all parties. When the judgment is enforced, or if a statutory demand is produced, a separate File is created for each party. This enables you to choose different methods of enforcement for each party. Each of these Files are linked and share a single Debtor's Ledger. All financial transactions from each of these Files are posted to this ledger, so that when the debt is repaid, all of the linked Files are completed at the same time. Also, for reporting purposes, the same debt is not duplicated across separate matters. If you are suing a partnership, you can record the names of all parties.

Recording Notes

Details of telephone calls, promises to pay etc can be recorded against each matter. They are displayed on the first screen of relevant data entry options. An option is also provided to prompt staff members to call the debtor periodically.

Powerful Search Facilities

For all table lookups, a context sensitive searching facility is provided to find all records in an index that has a data field starting with or containing a specified string of characters.

Foreign Currencies

The system also manages foreign currency debts where claims are issued in a court in England and Wales. The debtor's ledger operates in National Currency (£) and financial transactions can be posted against a matter in any other currency. Thus one receipt may be entered in US Dollars and another in Japanese Yen. The foreign currency value, conversion rate and amount in National Currency are all recorded with each transaction. Particulars therefore can contain all of this information. You must maintain a table of fluctuating exchange rates.

Euro Shadowing

If currency Shadowing is switched on, every financial data item in the database is automatically replicated with its value in Euros (or other shadow currency). This will make the system very easy to convert if and when the United Kingdom enters the Eurozone.

Pre-Payment of Court Fees

Provided that you install the Time Recording & Billing module, you can request selected clients to pre-pay court fees. When this flag is set, the system will check the pre-payment balance on the client ledger before producing a court form that requires a fee to be paid. If this balance is less than the value of the fee, the system issues a reminder to call the client for the required amount. The form will only be produced and the fee debited to the various ledgers when the balance is sufficient.

3. Powerful Client Billing System

Charges may be generated automatically, according to the billing rules specified for each client, or matter. These charges can be combined with time recorded when periodic bills are produced.

Automatic charges may be generated either when payments are received from a debtor, court fees and solicitors costs are posted, or when a particular event is processed in the litigation procedure.

Rules for Allocation of Receipts

When receipts are posted against a debt, the allocation programs decide which component of the debt the money is allocated. Debt components are defined as the balance outstanding on:

- The debt (and its sub components)
- Court fees
- Solicitors costs
- Interest

You can decide the order in which receipts are allocated as a global rule. It may be overridden for different allocation rules specific to a client. When the balance changes on each of the above components, charges may be generated according to the billing rules in force for that matter.

Charges for Processing a Procedural Event

A charge may also be generated when a procedural event is processed, such as issuing a Claim, obtaining a Charging Order etc.

Time Recording

The billing module also provides a time recording system. The unit of time (in minutes or multiples of a minute) may be defined as a global setting. Facilities are provided for automatic time logging, or for direct entry of time transactions.

Regular Billing

The mass billing facility produces invoices for all clients due to be billed on the run date. Clients can be billed regularly by week, or month. One off bills can also be produced. Your own invoice layout is set up as a MS Word document, and can be altered at any time.

Draft Bills, Invoices and Cheques

For manual billing draft bills can be edited by manipulating the fees before an invoice is produced. When mass billing is invoked, all clients due are billed all unbilled items.

You can define your invoice layout in a MS Word document that selects required information from the database. You can also define reports that provide invoicing and payment detail for each matter that has attracted fees during the billing period.

Cheques can be produced for monies payable to each client. The billing rules also define whether or not court fees are subtracted from monies paid.

Accounting Ledgers

The system maintains the following accounting ledgers:

- **Debtor's Ledger** – maintains all financial transactions that are recoverable from the debtor for a matter. These include the debt, court fees, solicitors costs and interest. Monies received from the debtor reduce these balances according to the allocation rules.
- **Client Ledger** – maintains all client money transactions. These include receipts from the debtor when monies are paid to your organisation (the collector), and for the pre-payment of court fees.
- **Disbursements Ledger** – maintains all disbursement transactions, both recoverable from the debtor and non-recoverable.
- **Charges Ledger** – maintains all billing transactions triggered by the billing rules defined for each client. These include charges generated when various financial transactions are posted, and for charges generated from events processed in the litigation procedure.
- **Time Ledger** – maintains the value of all time transactions entered via time recording.
- **Office Ledger** – maintains a list of all invoices produced.
- **Nominal Ledger** – maintains a nominal structure for all financial transactions posted. A trial balance can be produced at any time. At the end of each accounting period, you can post journal entries into your organisation's accounting system containing the values of the key control account balances contained within the nominal ledger. This can remove the requirement to post every financial transaction generated by this system to your accounting system.

4. Flexible Management Information

Standard Reports

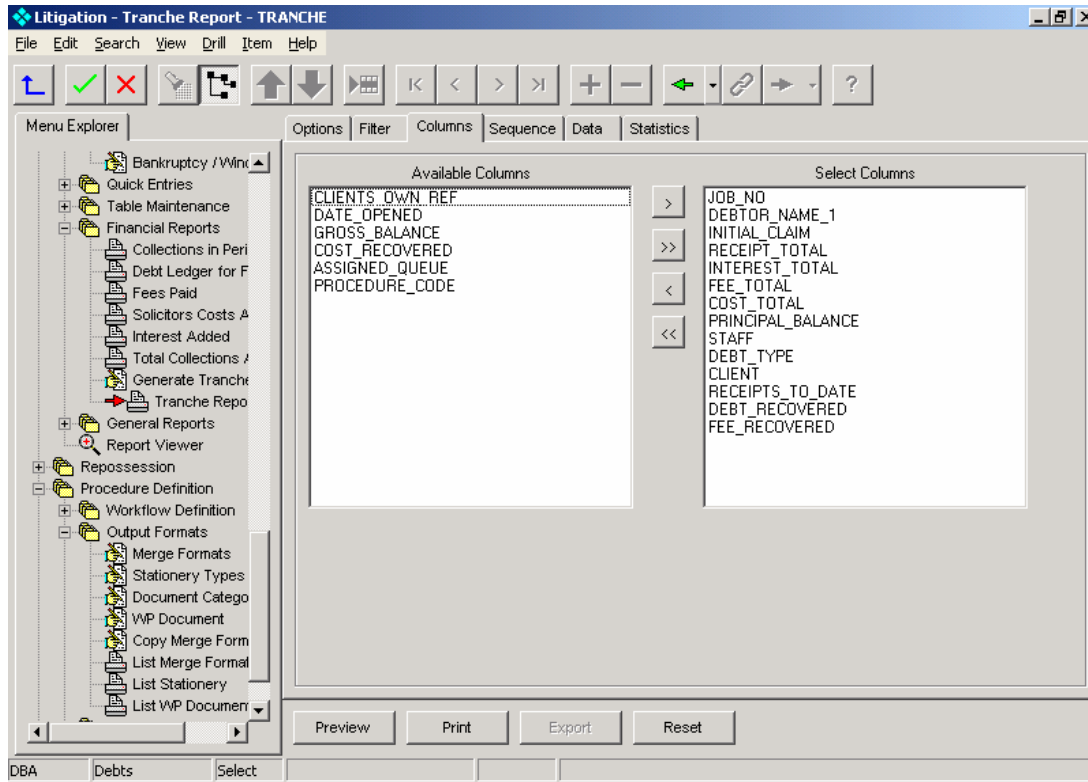
The system provides a wide selection of financial and other reports on matter, event, client and billing information.

Within each report, the user can request how the report is sorted, what data to display and whether portrait or landscape printing is required. Some user selection criteria are often provided. The example below illustrates this.

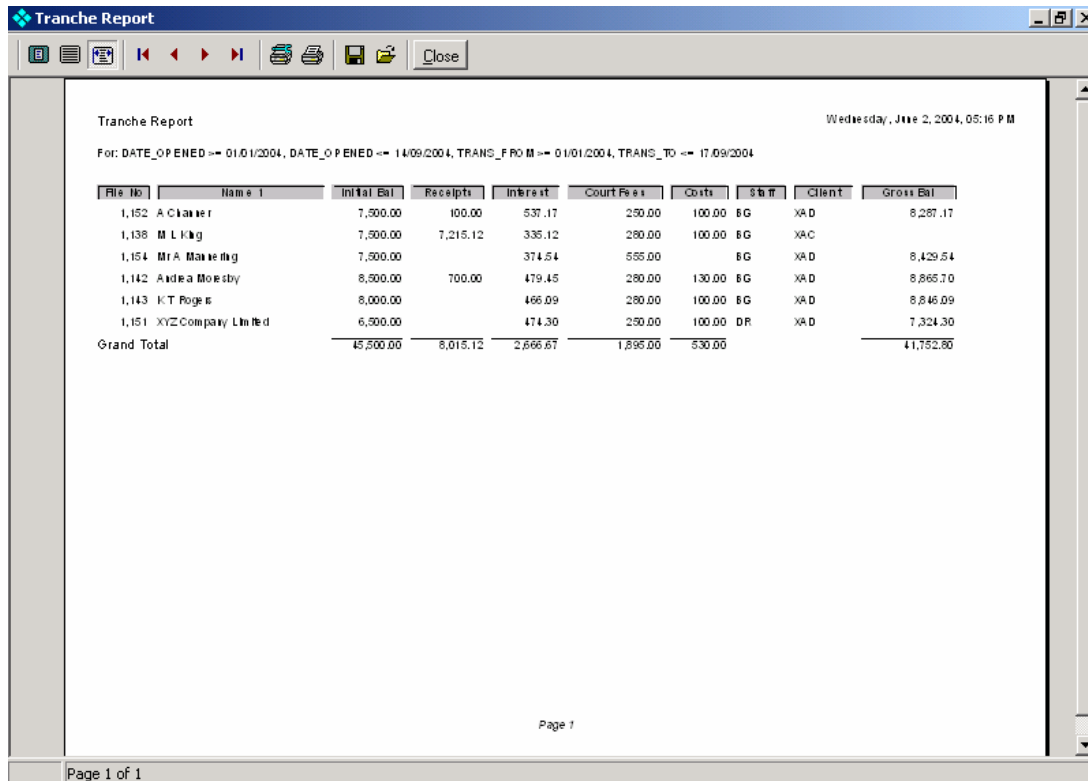
User Record Selection for Tranche Report

The screenshot shows the 'Litigation - Tranche Report - TRANCHE' application window. The window has a menu bar (File, Edit, Search, View, Drill, Item, Help) and a toolbar with various navigation and action icons. On the left is a 'Menu Explorer' tree with categories like 'Bankruptcy / Win...', 'Financial Reports', 'General Reports', 'Repossession', 'Procedure Definition', 'Workflow Definition', and 'Output Formats'. The 'Tranche Repo' item is selected. The main area is a form with tabs for 'Options', 'Filter', 'Columns', 'Sequence', 'Data', and 'Statistics'. The 'Options' tab is active, showing fields for Collector, Name, Client Code, Name, Debt Type, Debt Description, Opened From (01/01/2004), Opened To (14/09/2004), Trans From (01/01/2004), Trans To (17/09/2004), Assigned Queue, and Description. At the bottom are buttons for 'Preview', 'Print', 'Export', and 'Reset'. The status bar at the very bottom shows 'DBA', 'Debts', 'Select', 'Tranche Selection', '1 row', and 'Select files for this Collector'.

User Selection of Data to Present



Printing Preview



Information Displayed

File No	Name 1	Initial Bal	Receipts	Interest	Court Fees	Costs	Staff	Client	Gross Bal
1,152	A Channer	7,500.00	100.00	537.17	250.00	100.00	BG	XAD	8,287.17
1,138	M L King	7,500.00	7,215.12	335.12	280.00	100.00	BG	XAC	0.00
1,154	Mr A Mannering	7,500.00	0.00	374.54	555.00	0.00	BG	XAD	8,429.54
1,142	Andrea Moresby	8,500.00	700.00	479.45	280.00	130.00	BG	XAD	8,865.70
1,143	K T Rogers	8,000.00	0.00	466.09	280.00	100.00	BG	XAD	8,846.09
1,151	XYZ Company Limited	6,500.00	0.00	474.30	250.00	100.00	DR	XAD	7,324.30

The report can be re-sorted by clicking on the header of the data item required. You can also export all of the data displayed to MS Excel by copying it to the Windows Clipboard and inserting into the spreadsheet:

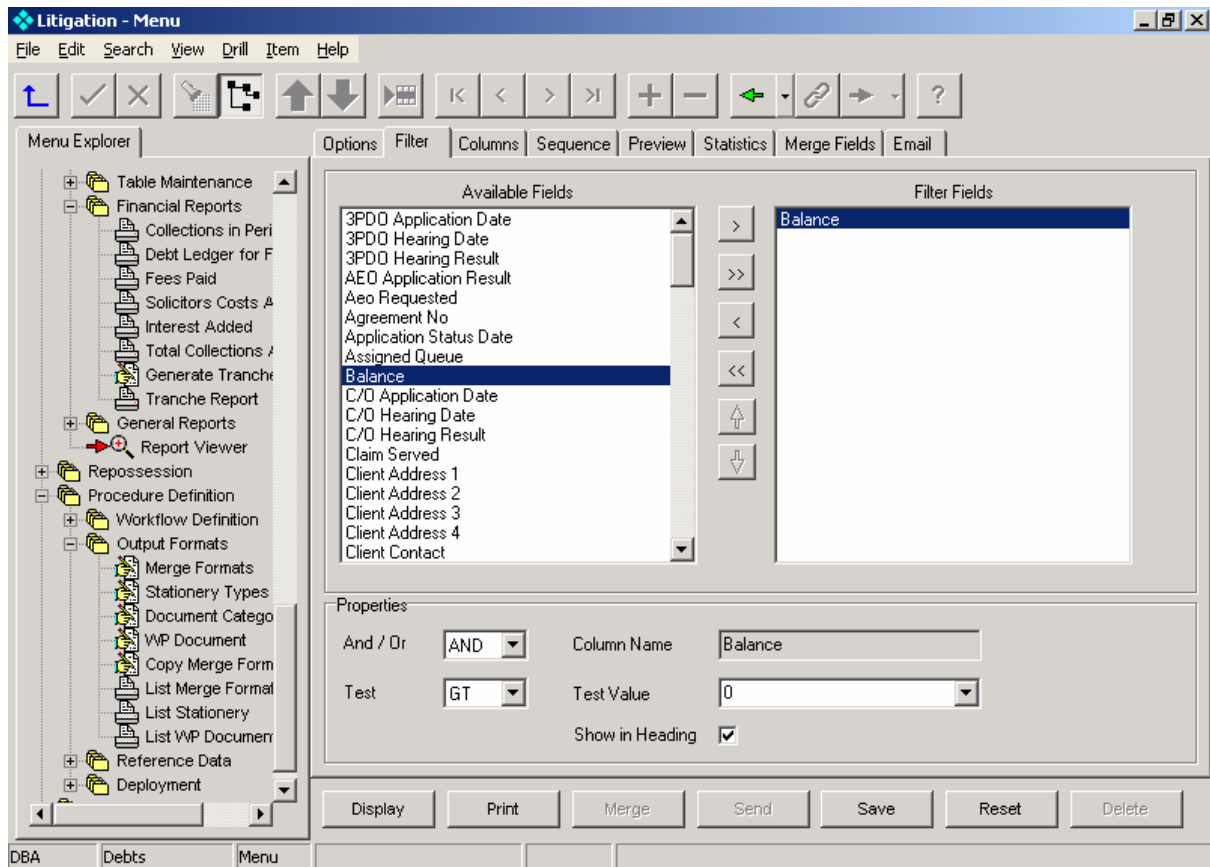
	A	B	C	D	E	F	G	H	I	J	K
1	File No	Name 1	Initial Bal	Receipts	Interest	Court Fees	Costs	Staff	Client	Gross Bal	
2	1152	A Channer	7500	100	537.17	250	100	BG	XAD	8287.17	
3	1138	M L King	7500	7215.12	335.12	280	100	BG	XAC	0	
4	1154	Mr A Mannering	7500	0	374.54	555	0	BG	XAD	8429.54	
5	1142	Andrea Moresby	8500	700	479.45	280	130	BG	XAD	8865.7	
6	1143	K T Rogers	8000	0	466.09	280	100	BG	XAD	8846.09	
7	1151	XYZ Company Limited	6500	0	474.3	250	100	DR	XAD	7324.3	
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Report Viewer

Also supplied with the system is a report writer that enables the user to:

- Select data from the database easily (without the user having a knowledge of its structure)
- Insert specified data items into the report
- Sort into a specified order
- Display and print the report
- Perform various aggregation calculations
- Produce a mailshot if selected data contains names and addresses
- Produce mass e-mails if selected data contains e-mail addresses

The example below shows a simple selection rule:



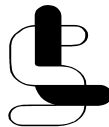
5. Flexible Application Design

The system has been developed using Silver link software tools. These remove the need for expensive program coding wherever possible. The following easy to use application development operations are provided for the user to enter simple sets of design parameters:

- Building a relational database with associated datasets and views
- Creating simple rules to update the database
- Structuring application menus
- Creating data input forms and grouping them into clever data entry options
- Building a library of reports
- Defining the litigation procedure

Only more difficult operations are created with detailed program coding.

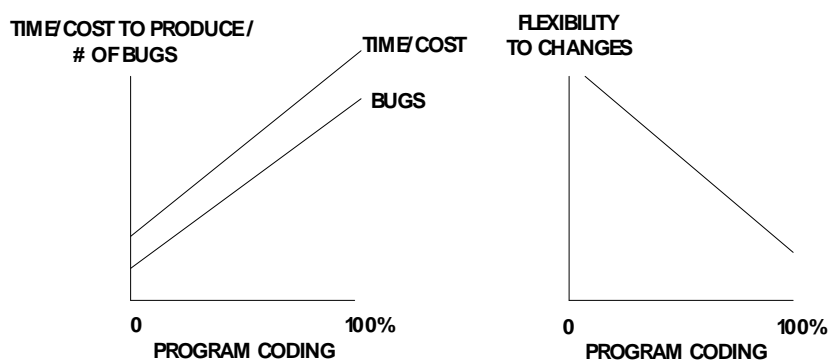
The graphs below show that application development time, cost and number of bugs reduces dramatically when detailed program coding is minimised. It also results in increased flexibility when future changes are required.



SILVER LINK

SOFTWARE TOOLS

REDUCED DEVELOPMENT TIME & INCREASED FLEXIBILITY



The Litigation application maximises these benefits to the full. Also, with increased flexibility, users can customise the application and procedures according to specific requirements of their clients.

6. User Defined Applications & Procedures

The Silver Link Procedure Definition tool enables a workflow procedure to be built very quickly because it is not necessary to write detailed program code. Anybody having an aptitude for logical analysis can learn how to use these tools easily. The Debt Recovery and Property Repossession litigation procedures have all been built this way. With this fast method of workflow definition, subsequent changes can be made very easily.

If you, or your clients require procedural steps to be added to the standard procedures, such operations can be added to the system without disturbing the rest of the system. Here, you can create your own application module that can be blended with the standard Silver Link application. When the standard system is upgraded, your user defined module remains intact.

Basically, any workflow procedure is broken down into a set of linked Processes. Each matter has one or more Next Processes due to be activated on specified dates. An electronic diary checks each day all matters where a Next Process is diarised for activation.

Each Process contains one or more alternative Activity Sets. These are alternative operations that the Process may perform when it is activated. If there is more than one Activity Set in a Process, each has a set of rules attached to it called a Decision Set. When activated for a matter, each Activity Set is checked to establish whether all of its attached rules are satisfied. If all of the rules are satisfied, the Activity Set is selected for processing.

Processing consists of three operations that are attached to the selected Activity Set. If there is a set of database updating rules, called the Update Set, these are executed. Updates consist of a series of calculations and data settings. When these have been completed, the system then produces any documents that are named in the Output Set. Having done this, one or more Next Processes are diarised in the Next Processes Set.

Here is a simple example:

The Warning Letter Check Process decides whether or not to produce a letter before action for a matter. It is assumed that the user has previously made a data entry against the matter indicating whether that a warning letter is required.

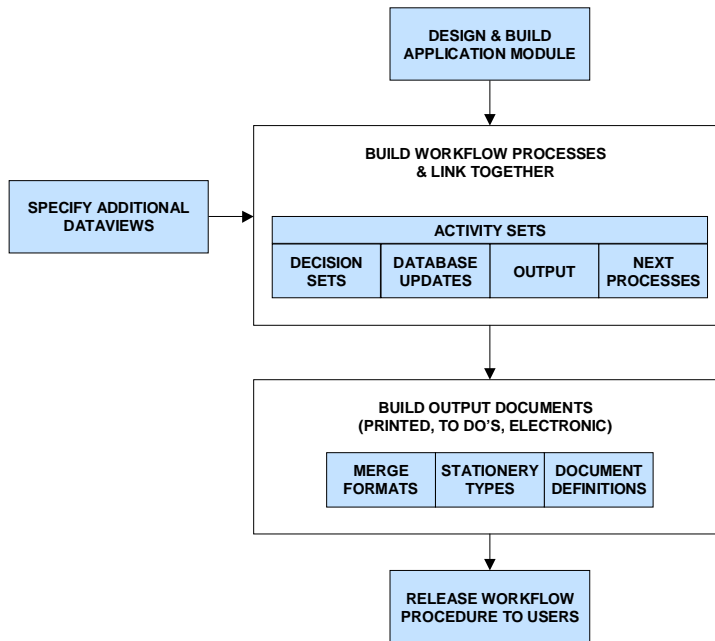
The Warning Letter Check Process contains two Activity Sets:

1. Issue claim immediately
2. Warning letter before proceedings

When the Process is activated by the diary, the Decision Set attached to Activity Set 1 is not satisfied because a warning letter is required. It then checks Activity Set 2 and processes it. The Update attached to this Activity set files the date that the warning letter was produced and the Output produced

is the warning letter. The system then diarises a Next process to check whether the debt will be paid before a claim is issued.

SILVER LINK WORKFLOW DEFINITION



*Client variants separated
From standard application*

Thus, the complete litigation procedure can be created using this technique.

The Silver Link Software Tools Overview booklet, describes the tools that are provided to create and maintain applications and workflow procedures.

7. External Connectivity

Silver Link software provides a number of methods for importing and exporting data from/to external systems according to your requirements. These items will be quoted for individually.

Client Data Transfers

If you have a large client that is sending you a large volume of new matters, we can create a data import option that will validate and import these automatically. We have also created exports where client reporting can be transmitted in the form of an export.

Experian Credit Checking Data

A data import is available that reads in data from Experian.

Silver Link software, being SQL, ODBC and XML compliant provides powerful system facilities for various methods of data interchange.

Claim Production Centre

Data transfer options to the Claim Production Centre are currently under development and are planned to be available during the first half of 2007.

Web Interface

If you require a web interface, we have tools available to tailor this to your specific requirements.

8. State of the Art Foundations

Full Windows Support

Silver Link software provides full Windows 32 bit application support for systems running MS Windows versions 98 and above. Windows productivity features are used extensively.

Sybase SQL Anywhere Database

The system operates using the Sybase SQL Anywhere database manager. This is embedded within Silver Link software when it is supplied.

If you require the system to operate using an alternative SQL database, we will be pleased to arrange this for you.

Seamless Interfaces

Seamless interfaces are provided with MS Word, MS Outlook and Shaws Business Forms for the production and delivery of all output documents.

Support & Maintenance

Finally, Silver Link Services Ltd provides a full software support and maintenance service. You can contact us any time during normal business hours to resolve queries and problems regarding the operation and use of the software. Any error that may be found will be corrected promptly.

The service also includes software updates and changes resulting from changing legislation, court rules and court forms.

Further Information

For further information, a request for a software demonstration or a quotation, please contact Silver Link Services Ltd:

E-mail: info@silverlink.co.uk

Telephone: 020 8459 9565

.....or visit our Website at www.silverlink.co.uk