Legal Aid Manager ↘

We've built the **future** of Legal Aid Practice.

By rethinking matter setup, time recording, funding management, and collaboration, we have made a Legal Aid system that removes barriers to making a profit.

Legal Aid lawyers operate under intense financial pressure. They manage the highest cost and billing overheads in legal services, yet receive the lowest fee income and until now, have had limited software solutions to help improve efficiencies. Our Legal Aid Manager addresses this head-on.

Legal Aid Manager is a SaaS case management and billing platform purpose-built for Legal Aid practices. It is designed to seamlessly integrate with other systems, or can be used as a stand-alone application.

It streamlines operations, automates compliance-heavy workflows, and ensures every billable activity is captured, validated, and submitted accurately — helping firms reduce overheads and operate sustainably.

Solutions

What problems does the Legal Aid Module solve?

✓ Getting Paid what a Case is Worth

Getting paid what a case is worth is not about simply billing time recorded. With complex cost schemes for Civil and Criminal Legal Aid, VHCC's and Events, cases need to be budgeted, and costs managed to maximise the true value of the case.

✓ PCMS Harmony

Many modern PCMS platforms are not designed to handle the complexity of Legal Aid billing. Legal Aid Manager bridges that gap, providing the specialist Legal Aid functionality your core system lacks while integrating seamlessly with your existing accounting and reporting workflows.

✓ Software Gaps

Software gaps cause incorrect matter set up, incomplete time recording, inaccurate WIP & WIP write off, failure to predict cost extensions, exceeding cost limits, missing out on enhancements, low confidence and user adoption and exporting data to "fix" errors for time, billing and accounts inaccuracies.

✓ Getting Paid Before Final Bill

Getting paid before final bill reducing WIP lock up is key. Understanding the value of any enhancements for cost limitations, whilst separating from the core WIP streamlines the billing process. Scheduling when POA's will be claimed for Civil cases should mean 80-100% of WIP is paid before the final bill is claimed, leaving enhancements within the cost limitation, to be assessed.

Visual Cost Monitor

Cost monitor shows a visual summary of the funding status and different views for fixed fee and certificated cases. Added features mean you can see how close a case is to escaping and any anticipated costs on a certificate. You can also see the Fixed Fees, Escape Fee and the time value, in one easy to read graph, with a highlight on how far you are from the Escape Threshold.
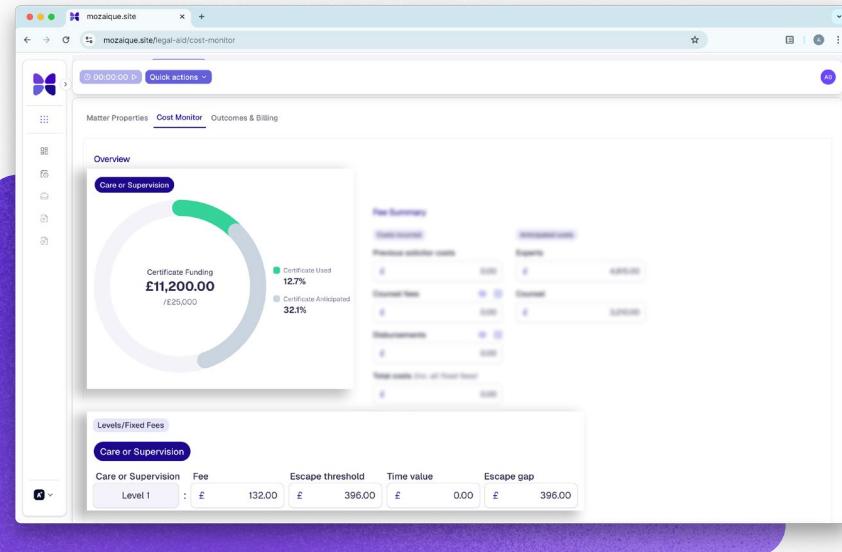
Automatic Legal Aid Contract Upload

Adding in a certificate in most PCMS systems can be time consuming and complicated, especially if you have multiple contracts. In Legal Aid Manager, you can upload your PDF certificate and using our proprietary AI, we automatically extract the data from your certificate and do all of the hard work for you. Simply setup your branch, upload the contract and you're ready to start creating cases, time recording & billing.
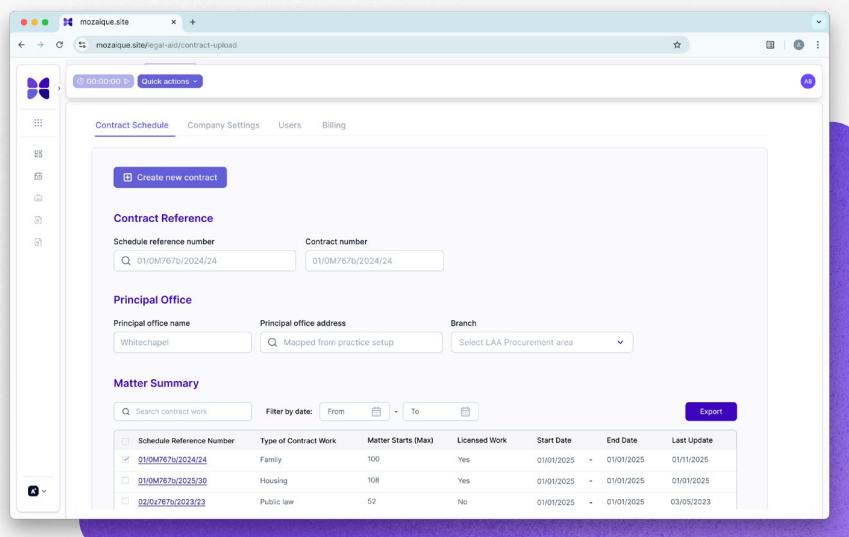
Seamless Case Management

All case data is consolidated into a single, easy to use view, providing full oversight of case descriptions and dates, client information, funding arrangements, critical dates, disabilities, certificate details, court information, fee earners, and profit costs.

AI Assessment Assistant - Overview

Our Enhancement uses the latest AI technology to establish the best costs assessment for your matter. Our bespoke AI system is trained on the official LAA Cost Assessment guidance, so that once details about your case are provided, it will provide you with enhancement uplift guidance to increase the time recording fee.

AI Assessment Assistant - Options

Our AI Assistant gives you flexible validation options:

A) Run a full assessment to check a matter against all relevant Legal Aid Agency rules, analyse documents and generate an enhancement recommendation.

B) Review matter setup to identify configuration issues early, check chronology, parties and evidence for inconsistencies, or;

C) Validate work against current LAA guidance before submission — confirm scope, funding basis and time limits, reducing rejections and rework.
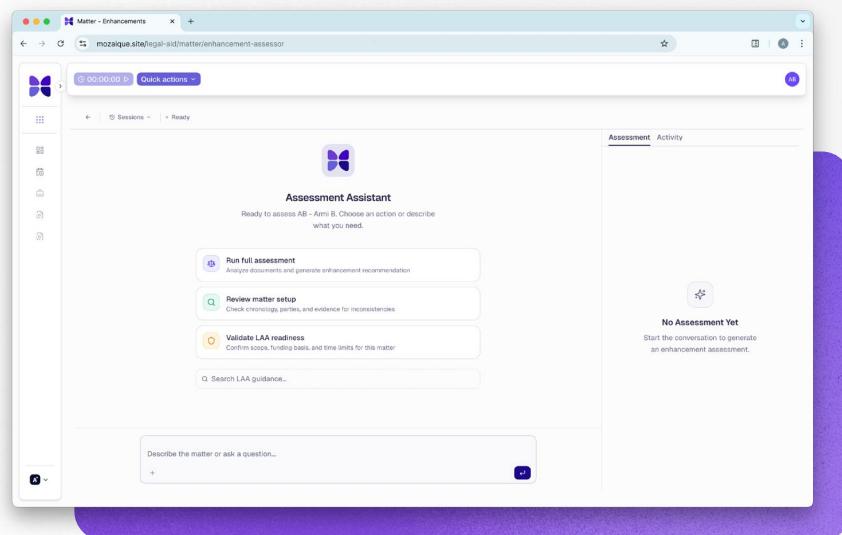
AI Assessment Assistant - Enhancement Prediction

The AI Assessment Assistant provides a clear, estimated enhancement percentage, along with a plain-English summary of the outcome. It explains the reasoning behind the estimate, references the relevant LAA justification, highlights any compliance considerations, and recommends next actions to strengthen the matter and reduce risk.
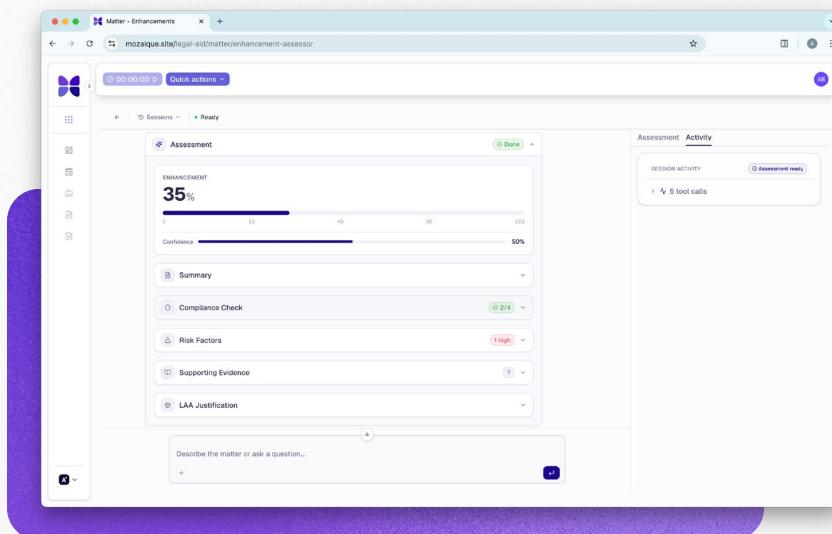
Billing Tracker

View all claims created, submitted and paid on a matter, as well as an overall system view. Track WIP all the way through the billing process, from draft to payment for all claims across all departments.

Time Recording

Record core time and FAS time with rates built in and maintained by us. Smart time capture provides real-time validation against LAA rates and fees, enables time to be deleted, re-allocated or moved and offers a simple, intuitive interface that significantly reduces errors.

FAS (Family Advocacy Scheme)

Record and manage FAS hearings, bolt-ons, and claim bundles from a single, intuitive screen. Capture court level, judge, hearing type, dates, duration, attendance, manage multiple bolt-ons and attendance notes all with fees calculated automatically as you work.

Easily View Fees

View fixed fees, escape fees, and time value in a single, easy-to-read section, with a clear indicator showing how close you are to the escape threshold.

Submit Claims to the LAA

You can export your monthly submission for upload to the LAA directly from the Legal Aid Manager. You can highlight matters eligible for an exception claim and generate the relevant PDF forms with ease.

Manage Draft Matters

Create matters in draft mode and return to them later. This allows incomplete information to be saved safely while ensuring accuracy before activation.

Automated LAA Rates

All LAA rates are stored, maintained, and applied automatically within LAM, ensuring calculations always reflect the latest guidance without manual updates or risk of error.

Secure SSO Login

Access Legal Aid Manager using Microsoft single sign-on (SSO) for improved security and a seamless login experience, reducing password fatigue while meeting firm security requirements.

PCMS Integration

Send your complete bill — including profit costs with fee earner allocation, disbursements, and VAT — directly to your Legal Accounts or PCMS such as Actionstep, for inclusion in your matter ledger and financial reports.

Quick Actions Toolbar

Use the Quick Actions toolbar to instantly record time or create a new matter from anywhere in the system, keeping day-to-day work fast and uninterrupted.

Family Matter Management

Manage Family matters within a single platform, supporting both Legal Aid and Private Legal Aid work without separate systems or duplicated data.

Intuitive Gateway

It doesn't matter what CMS/PMS/DMS you are using now or planning to use in the future. The Legal Aid Manager leverages our Mozaique Gateway, which is designed to seamlessly transform data and integrate nicely with other systems. Or if you prefer, you can use LAM as a stand-alone application.