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Access Legal Compliance Software Service Definition

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1 Service Overview

Risk & Compliance Software

Access Legal Compliance simplifies law firm's compliance by recording, tracking and managing your regulatory and quality standard obligations in our cloud-based risk and compliance software designed specifically for law firms. 100s of law firms and legal teams use our compliance software to help comply with SRA Standards and Regulations, Lexcel and CQS.

The solution is made up of a series of modules, each of which caters to specific parts of risk and compliance and can be sold in isolation or together. This provides a layer of flexibility allowing firms to tailor their solution to meet their specific needs and sits alongside their Case and Practice management solutions.

Access Legal Compliance fully integrates with Access Analytics to provide powerful and bespoke business insights.

Functionality

1. **Best Practice Compliance Workflows**

Compliance incidents such as complaints, breaches and suspicious activity reports all have to be managed in-line with best practice. Our platform comes with pre-built features and functionality that help you to ensure that your firm's processes adhere to the rules and regulatory guidelines.

2. **Trend Spotting & Analytics**

Our platform enables you to collate your business's compliance data in real-time and generate reports in a format that will save time and help you to identify trends and patterns.

3. **Task Routing & Escalation**

Our platform also allows you to instantly allocate ownership of compliance tasks and activities to the right people, with automated task notifications and reminders for them to follow your firm's procedures.

4. **Centralisation of compliance data & reports**

Our platform removes the need for disparate systems and spreadsheets with the use of enhanced reporting suites that centralise a firm's compliance information.

5. **Risk identification & prioritisation**

Identifying your business's potential risks is the first step when it comes to safeguarding compliance. Once risks are identified, our platform enables you to centrally plan and manage mitigation strategies based on the impact of the risk occurring.

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6. Automatic compliance alerts & reminders

Our platform will automatically alert and remind staff what needs to be done and crucially, when it needs to be done by. Whether it is reminders to complete file audits, discharge undertakings or respond to complaints.

7. Account configuration

You can take control of the system by managing users and module configuration in the account settings, here you have the ability to add your own offices and departments as well as creating user groups that appear throughout the system.

Modules

The Legal Compliance system is a **modular** platform, fully integrated into Access Workspace. This means the system can be packaged based on the needs of an individual law firm, by selling and enabling the modules that meet their requirements.

The system and each of is modules all follow a handful of general principles:

- User permissions can be tailored on a module-by-module basis (i.e. you can allow/disallow users to access different parts of the system)
- User permissions are split into two types, 'Supervisor' (a user who can access all records within a given module) and 'Data Inputter' (a user who can submit records but only view their own)
- There is an additional permission, 'Master User', which allows access to the system configuration area.
- Each module has a basic workflow to guide a user through its use, and support both in-system and email-based notifications. The notifications, like permissions, can be enabled/disabled on a module-by-module basis.
- Each module allows attachments to be uploaded.
- Each module has an input area (where data is uploaded and managed) and a reporting area (where data can be reviewed and exported into Excel reports)

The other sections in this area provide more detail on each module.

Risk Register

Risk registers are a common part of any compliance program and are part of both regulations and quality standards. The Risk Register module helps you to easily manage and keep on top of risks and mitigation plans with central visibility, task management and inbuilt reports, enabling you to:

- Record and grade risks to your firm in a central risk register.
- Create mitigation plans for risks that can be easily updated and reported on for assessments and audits.
- Easily keep on top of risk reviews and mitigation plan actions with tasks and reminders.
- Risk Dashboards that can be downloaded and included in reports, 3rd party questionnaires and assessments.

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- Segment and categorise risks to align with the Core Practice Management Standards for Lexcel and CQS.
- Define roles and responsibilities by allocating risk and action owners from one register.
- Track and report on risk activity to make sure key risk dates are never missed.

Audits
Audits are a core aspect of supervision and monitoring and seen in many regulations and quality standards.

Move away from paper records and spreadsheets to make things simpler and more streamlined to manage:

- Create your own question sets that can be used across the firm or start with our suggested templates.
- Automatically collate audit findings and results in a central audit register.
- Allocate corrective actions to users directly from an audit with email reminders and task notifications making tracking and reporting on actions and progress easy.
- View results by departments, staff and question sets to quickly spot trends.
- Complete a range of reports including corrective actions and audit activity to streamline assessments and reviews.

Breach Reporting
How you manage breaches and incidents can have a massive commercial, reputational and regulatory impact on your firm.

Our module helps you keep onside of regulation and manage breaches effectively:

- Breach reports are automatically escalated to supervisors prompting them to investigate and determine the materiality of the breach.
- Link to the SRA Standards and Regulations to meet your compliance obligations and easily spot trends without the need for lots of manual reporting.
- Track key dates and activities to be compliant with regulations and keep your firm safe.
- Have a complete audit trail of actions and events to evidence compliance with the regulations.

Complaints
Complaints are increasing across all professional services. How you manage them can affect the relationship you have with clients, profitability of engagements and the outcome of regulator or ombudsman reviews. Our module helps you:

- Capture complaints in a central form and categorise them in line with the SRA Standards and Regulations and meet the criteria required for Legal Ombudsman reporting.

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- Meet key dates and regulatory timelines with automated complaint steps and tasks.
- Record the outcome of any informal resolution, investigation and Legal Ombudsman review.
- Report on complaints by type, volume and area within the firm.

Undertakings

Undertakings can be a high-risk area of firm management and are often left untracked with little documentation and recording. Standard and non-standard undertakings can be managed easily in the software:

- Record all undertakings in a central register.
- Track discharge dates and owners for each undertaking.
- See at a glance what undertakings are outstanding, who is managing them and when the next review date is.
- Report on undertaking values and types to easily understand the risk profile of undertakings being given and evidence compliance with your policy.

Gift and Hospitality

In order to reduce the risks associated with bribery, firms should maintain a record of gifts, hospitality and expenses given or received. Gifts and hospitality are often part of the business culture and it can be difficult for staff to know what is appropriate in terms of giving, receiving gifts, and hospitality. Our module can help you with this by allowing you to:

- Maintain a record of gifts, hospitality and expenses given or received, allowing you to embed a clear structure for reporting.
- Set up different approval levels to allow entries to be automatically approved or be sent for manual approval.
- Create your own entry types to limited what is an acceptable gift or hospitality.
- Control who can see records within groups.

Client Feedback

Regulators and consumer groups require businesses to issue more and more information about the experience's customers have had when purchasing services, therefore obtaining and monitoring client feedback is essential. The client feedback module allows you to record and analyse your client feedback to help you understand where your firm can improve its services and generate future business:

- Upload client feedback surveys to the system and view the results on a detailed dashboard.
- Assign any required remedial actions to the appropriate user on the system.
- Quickly identify any trends and items that need attention.

PII Claims

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The PII claims module is used for recording, tracking and investigating professional indemnity claims the firm need to make.

They will usually be in relation to a client complaint (and in the Complaints module, there is an option to raise a Claims record as part of the complaint investigation).

This information, alongside data from the Complaints and Breach module allows a firm to get a sense of where they may have shortcomings in their service, where they're losing money in the form of complaints and claims and where to focus their energies in remediation.

- Record and investigate PII claim incidents
- Record and report associated with PII claims and redress across the organisation
- Undertake route cause analysis to prevent future reoccurrence

Money Laundering Suspicions
Having a system to ensure all money laundering reports are made to the Money Laundering Reporting Officer (MLRO) is a requirement under Money Laundering Regulations.

The money-laundering module gives staff access to an easy-to-use portal for reporting money-laundering suspicions directly to the MLRO or deputy. The module will prompt an investigation into the matter and facilitate a report to the regulator if required, as well as keeping track of the moratorium period:

- Automatically alert MLRO when a suspicion has been logged.
- Provide supporting evidence to each record.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath
Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

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Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

3 Additional Service Options

On top of the services included within the standard FlightPath packages, the table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Risk and Compliance Services

Our specialist team delivers risk and compliance consultancy services focusing on regulatory and quality standard compliance. Services include file auditing, compliance health checks, AML audits, GDPR audits and a compliance helpline.

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1. **Helpline**

Risk and compliance can often be difficult to navigate, so having a place to go and gain consistent, practical and reliable guidance can be extremely beneficial. We have formalised a dedicated helpline for law firms to submit their risk and compliance queries direct to the specialist consultancy team.

2. **Outsourced Audits**

Audits can be time consuming, but proactively reviewing your business can not only keep the regulator happy but also provide you with valuable insight you may have never known, including unidentified complaints, training gaps and governance inaccuracies.

Law firms are required under the SRA Code of Conduct to effectively manage their files, we can help remove this burden on Heads of Department with our audit service, allowing them to spend more time on valuable fee-earning work as well as providing reassurance with an unbiased second pair of eyes.

Our service provides regular quality/compliance reviews using best practice, risk-based and accreditation-oriented question sets which can be tailored to your firm. They include:

- Conveyancing for Purchase
- Conveyancing for Sale
- Family Law – Children Act
- Family Law – Divorce
- Family Law – Co-habitation
- Personal Injury
- Private Client

Detailed audit reports are also provided, showing where remedial action and further training may be appropriate.

3. **Compliance Review**

Having worked with hundreds of regulated businesses, we understand the importance of instilling a strong compliance culture within a firm.

Our Compliance Review offers firms a service that will analyse their current compliance framework and helps them identify what's needed to achieve the desired compliance culture within their firm. This includes:

- Reviewing governance arrangements and assessing the effectiveness in mitigating compliance risk
- Reviewing all manuals and documentation to ensure that they cover all relevant rules and regulations

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- Identifying all relevant compliance risks and ensuring that there is a robust system of controls in place
- Testing the implementation of Policies and Procedures to ensure that controls are operating effectively and as intended
- Reviewing the output and management information produced by a firm to identify compliance risks
- Make recommendations to improve or remediate where necessary

4. Anti-Money Laundering Review

Law firms can be attractive targets to channel funds so it's important you have the necessary anti-money laundering controls in place within your firm to help prevent this.

By having the correct AML procedures in place, it can help reduce reports to the NCA, the risk to the firm, breaches and help maintain a good reputation. Our firm AML review can assist with this by:

- Conducting a detailed review of AML policies and procedures (AML manual, client onboarding procedures and sanctions compliance), KYC responsibility allocation, AML business risk assessment and customer risk assessment procedures
- Analysing a representative sample of your client files, concentrating on the clients that present the greatest risk
- A review of your internal governance arrangements around your AML framework, including suspicious activity reporting, escalation processes, and dispute resolution
- A review of your training needs analysis process and corresponding training programme established
- An assessment of the criteria you use for transaction monitoring and the process you have implemented for flagging transactions that fall outside of the customer's profile
- Make recommendations to improve or remediate where necessary

5. Data Protection Review

With the rise of attacks and risk in relation to data, there has never been a greater emphasis on ensuring personal & customer data is handled and protected correctly.

Our Data Protection review service can help with this by:

- Evaluating whether your business is processing personal data fairly, lawfully and securely
- Identifying the key data protection risks facing your business
- Evaluating whether your business has the necessary permissions and consents to process personal data and, where required, guide you to obtain them
- Tailoring of policies and procedures relating to the processing of personal data
- Implementing effective systems and controls to safeguard personal data

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- Implementing personal data breach handling and reporting requirements
- Training your team on their role in ensuring the protection of your client data

6. Accreditation Review

Many regulated businesses see the commercial benefits of going beyond their basic compliance obligations, which is why they choose to become accredited to various recognised quality schemes.

This service is available for the CQS and LEXCEL accreditations. It considers the requirements and best practice of the accreditation and identifies what is needed for a firm to achieve/keep the accreditation. The service includes:

- Briefing senior management and employees as to the way the assessor will conduct the inspection
- Reviewing your firm's governance arrangements and assessing the effectiveness in mitigating compliance risk
- Reviewing and updating all manuals and documentation to ensure that they cover all relevant rules and regulations affecting your business
- Identifying all relevant compliance risks and ensuring that you have a robust system of controls in place
- Reviewing the output and management information produced by your Firm to identify compliance risks
- Make recommendations to improve or remediate where necessary

7. Document Reviews

Most businesses will have handbooks, procedures, policies etc. in place, but many of these key documents may not have been reviewed for some time, may contain out-of-date information or be inappropriate for the business as it stands today.

Our suite of Policies and Precedents covers the core areas needed for effective management of a firm and compliance with the regulations. Our Governance service gives you the additional benefit of receiving these templates in your own branding and tailored to your business' needs.

8. Policies & Precedents

Our Policies and Precedents for Law Firms library contains 75+ policies, precedents and supporting documents to help COLPs and COFAs meet their regulatory requirements and create a culture of compliance throughout the firm.

All policies can be tailored to suit individual firms and are updated regularly by our inhouse team of lawyers and legal experts. Extensive supporting documents explain how to implement the policies effectively.

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Our documents cover 7 areas:

- Guidance for COLP and COFAs
- General Management
- Client Care and File Management
- Legal and Regulatory Compliance
- Anti-Money Laundering
- Human Resources
- Information Technology and Data Protection

The policies are updated to meet the requirements of the SRA 2019 Standards and Regulations and the 5th Money Laundering Directive, which was transposed into UK law at the beginning of 2020. They will continue to be updated throughout the year as and when required to meet quality standards and regulatory changes.

9. FlexPoints

Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve.

Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

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We provide 3 main support plans as detailed below.

The Essential Plan
The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan
Get answers faster
As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan
Boost productivity with direct access to the experts and achieve a higher return on investment
Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Customer Success Plans

Get to know our knowledge base
Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community
Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

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Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Outage and Maintenance Management

Outage Reporting - Customers can subscribe to email alerts giving updates on scheduled maintenance and outages. We also provide all our customers with a live dashboard so you can also review uptime statistics.

Maintenance Management – downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

7 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 3 months

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Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	3 months

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing
We undertake a restore test automatically on a weekly basis

DR Testing
We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server
SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server
In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours

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Single Virtual Machine Failure – SQL Server

In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

8 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

9 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

10 Development Life Cycle

As one of our core products Access Legal Risk & Compliance Software has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

11 Technical Requirements

Access Legal Risk & Compliance Software runs on any computer or mobile device with a browser and Internet connectivity.

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Web Browsers
Internet Explorer 11 and above, Firefox, Safari, Google chrome, Microsoft Edge (latest version)
Mobile Devices
IOS, Android

12 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.

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