



Tricostar Case Management Edge (TCM)

G-Cloud Service Definition Document for TCM

Secure, Legal Case Management Web Application for Legal Services

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1. Government Backed Innovation - From Reactive to Predictive Case Management

At the end of 2024, Tricostar were awarded a **substantial Innovate UK grant** to develop an AI driven- case management system for legal departments and firms in the UK - one of only 41 organisations selected from more than 2,000 applicants.

TCM Edge is the result: a modern, AI-enabled case management platform built natively on **Microsoft O365 Power Apps** with **Microsoft 365 Copilot included**. Designed for legal teams that need a cost-effective, secure, flexible and futureproof solution, it replaces the constraints of older systems with a fully integrated, Microsoft aligned environment.

Traditional case management tools rely on users to drive every action, leading to bottlenecks, fragmented processes and inconsistent outcomes. **TCM Edge replaces this reactive model with a predictive, AI assisted approach that continuously scans data, workflows and case activity to detect missing steps, overdue tasks- and compliance gaps**. Integrated automation handles scheduling, document processing, notifications, performance insights and risk analysis, relieving teams of large volumes of repetitive work. This creates a governed, high velocity- case management environment where administrative effort is minimised, and the system itself helps maintain accuracy, progression and service quality.

Operating entirely within your organisation's Microsoft 365 tenant, TCM Edge delivers long term durability, governance and compliance by design. It integrates seamlessly with the everyday tools legal teams rely on, including SharePoint, Teams, Outlook, and Power BI - supporting hybrid and remote working from day one.

TCM Edge can be extended with optional modules such as **AI powered time recording** (from Billables AI), **court bundling**, and structured **email and document management** through Colligo and other Microsoft aligned tools. By leveraging Microsoft's ongoing R&D investment, the platform remains current with the latest technologies while focusing on the specialist needs of public sector legal teams.

With over 20 years' experience delivering secure, web based- legal systems, Tricostar now provides one of the most comprehensive and fully integrated Power Apps-based case management solutions available – **affordable, flexible, robust, and designed for measurable productivity gains**.

TCM Edge offers an affordable route to modern case management.

2. Key Benefits

A predictive, AI-assisted approach for maximum efficiency and productivity.

- **Proactively identifies gaps and risks.** TCM Edge continuously monitors case activity to highlight missing steps, delays and compliance risks before they escalate.
- **Reduces repetitive workload.** Automated scheduling, document handling and notifications remove large volumes of administrative effort.
- **Keeps work progressing smoothly.** AI driven guidance ensures accuracy, momentum and a consistent quality of service across all cases.

Built to reduce the hidden administrative load.

- **Finds and fixes bottlenecks.** TCM Edge identifies inefficiencies and gaps that drain time and increase risk.
- **Eliminates low value tasks.** Automation takes over routine admin that slows teams down.
- **Gives professionals their time back.** Legal teams focus on outcomes, not system work.

Workflow that learns from your practice.

- **Learns how your team already works.** TCM Edge observes your existing patterns - documents, tasks, processes and case behaviours - and adapts itself around them rather than forcing a new way of working.
- **Automates only what should be automated.** The system identifies the repeatable steps in your processes and takes care of them, leaving people focused on decisions that need judgement.
- **Keeps work flowing naturally.** By suggesting the next logical action and highlighting what needs attention, TCM Edge helps users stay organised, confident and always one step ahead.

Never time record, ever again (with optional integrated Billables AI).

- **Passive, automatic time capture.** Activities are recorded without manual effort or disruption to the working day.
- **AI generated billing narratives.** TCM Edge produces polished, human sounding entries in the user's language and style.
- **Eliminates a universally disliked task.** Lawyers recover hours each month from never having to complete timesheets.

Data security and hosting, fully taken care of.

- **Your data never leaves your organisation.** TCM Edge operates entirely inside *your* Microsoft 365 tenant - no external hosting, no vendor run data environments, no duplicated systems.
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- **A uniquely secure architecture.** Because everything runs within your own Microsoft security boundary, you retain full control over access, governance, residency, and compliance.
- **No separate platforms to manage.** All AI, automation, workflows, storage, and records management run natively on Microsoft 365 - reducing risk, complexity and procurement exposure.

**100% Microsoft 365,
with no plugins
required.**

- **Work natively within the tools you already use.** Documents, emails, collaboration and file management all run directly in Microsoft 365.
- **Compliance built in.** Records management and data governance follow Microsoft's security and compliance model by design.
- **Document creation made simple.** Generate templates and matter specific documents in a few clicks without extra software.

**Best in class Outlook
and email integration.**

- **Fast, intuitive email filing.** File to favourites or recent locations instantly using our Colligo powered Outlook integration.
- **AI powered summarisation.** Automatically generate clear summaries to reduce email review time.
- **Consistent governance across channels.** Duplicate checks, metadata management and Teams/Office notifications work across desktop, web and mobile.

**Faster case
progression, with fewer
delays.**

- **Automated nudges and escalations.** Reminders ensure deadlines, tasks and obligations are never missed.
- **Predictive next step recommendations.** AI suggests logical follow-on tasks to maintain momentum.
- **Transparent, high velocity case management.** Cases move faster and more consistently across teams.

**A system that adapts to
you - not the other way
around.**

- **Fully configurable without developers.** Tailor fields, screens, templates and workflows in house.
 - **Changes survive upgrades.** Configuration persists through updates without breakage or rework.
 - **Built around how you work.** Teams feel ownership because the system matches their processes, not the vendor's.
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**Migration without the
migraines.**

- **Experienced in complex migrations.** We've migrated data from Iken, Visualfiles, Civica, AIM and bespoke systems with challenging structures.
 - **Built for large-scale transitions.** Proven capability handling millions of documents and decades of legacy data.
 - **A clean start, from day one.** Your new system launches with reliable, structured and compliant data.
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3. Focus on the How, Not the What

Web-based case management systems have been around for over 20 years now - You should assume that all the established suppliers in the legal government market can in the main deliver the "what", when it's AI driven, it is the "how" which will make the difference.

How does it enable efficiency, automation and improved productivity, without becoming another overhead?

Understanding your technical, functional, operational, and commercial needs are crucial for aligning your eventual chosen solution with your objectives.

To put this in context, **organisations get caught up in deciding the functions of a new system, rather than considering how a new supplier and system will help achieve their objectives**. It becomes a tick-box exercise for vendors who can all offer the same thing.

Focus on the *how*, not the *what*.

The real questions being asked to help define a legal case management specification should be:

1. Process & Workflow Reflection

- Where do our current case management processes create the most bottlenecks or manual work?
- Which repetitive or time-consuming tasks could be automated to free up professional time for higher-value activities?
- How do we currently handle scheduling, document management, and client communications, and what would an ideal, streamlined process look like for us?
- Are there areas where errors or missed deadlines occur due to manual processes?

2. Data & Decision-Making

- How easily can our team access the information they need to make decisions quickly?
- Do we have a clear view of all case and client data in one place, or are we reliant on multiple systems and manual collation?
- What reporting or analysis do we wish we could do, but currently can't, due to system limitations?

3. AI & Automation Readiness

- Are we prepared to trust AI-driven recommendations or task predictions in our daily workflow?
- What safeguards or change management would we need to put in place to ensure staff are comfortable with automation?
- How could we use AI to proactively identify risks or opportunities in our caseload?

4. User Experience & Adoption

- What would make a new system genuinely easier and more intuitive for our team to use?
- How important is customisation of dashboards and notifications to different roles within our organisation?
- What training or support would our team need to fully adopt a new way of working?

5. Integration & Change Impact

- Where do our team spend most of their working day? (e.g. Outlook, Word, Teams, SharePoint)
- Which existing systems (e.g., Office 365, accounting, calendars) must any new solution integrate with to avoid duplication of effort?
- What would a successful data migration look like for us, and what are our biggest concerns about change?

6. Security & Compliance

- Are we confident that our current processes meet all security and compliance requirements, or are there gaps that a new system could address?
- What level of access control and auditability do we need to feel secure?

Specific use cases and questions:

- How does your system help cut the instruction process in half?
- How can a fee earner get a complete picture of the matter, without having to sift through all the documents, or run multiple reports?
- How does your system automate routine legal tasks (e.g., scheduling, document management, client communication) to free up fee earners' time for higher-value higher-priority work?
- How does the system's AI learn from past cases to improve predictions and recommendations for future matters?
- What safeguards are in place to ensure the accuracy and reliability of AI-driven task predictions?

4. Differentiators

Uniquely Positioned to Deliver a Standardised, Cross-Authority Case Management Platform:

Criteria	Tricostar Case Management Edge	Competitors
Technology Base	Modern, Microsoft 365 native (Power Apps, Dataverse, Copilot)	Legacy mixed platforms or legacy applications
Cross Department Scalability	High – designed for multi department authority wide adoption	Medium – multiple products, inconsistent architecture
AI & Automation	Advanced: predictive workflows, Copilot agents, AI time recording	Low–Medium
Standardisation Capability	Strong: one unified base app configurable per department without code	Fragmented suite to Moderate
Cost Efficiency (TCO)	33% lower ownership cost; minimal infrastructure; rapid deployment	Higher overhead or low cost and low capability
Microsoft 365 Integration	Fully native within customer tenant; identity, data, security aligned	Basic integration
Security & Compliance	Client tenant resident; full M365 compliance stack; granular controls	Legacy security models or older security architecture
Data Migration Capability	Extensive experience migrating from all major suppliers	Mixed

5. Summary of Key Features

This list is not exhaustive and is being added to through future releases.

Feature
General
A 100% Web-based Application Exclusively Browser-based and Future Proof Full CRM Included No Plug-ins Required Integration with Back Office Systems Multilingual & multi-currency Significant Data Migration Experience from Competitor Systems Fulfil GDPR, FOI and DSAR's with Ease Multi-factor Authentication (MFA) and Single Sign-On (SSO) Security by Design (SbD) and Privacy by Design (PbD) Built In All Data Resides in Your M365 Tenant Full Disaster Recovery and Failover
File and Case Management
Manage the Following: Clients Organisations Contacts Activities Grades/Roles Matters/Cases Relationships Conflict and Risk Risks Hearings Undertakings Sealing Register Contract Register Tasks / Appointments Communication Logging Financial Details Notes Key Dates (includes Court Dates) Blocked Users Statute of Limitations Comprehensive and Powerful, User-Managed Workflow Automated Alerts & Reminders Lexcel Compliance Create Your Own and Maintain User Dashboards Powerful Search, Quick Find, Favourites and Recents Relationships Full Archive & Destruction Module Client Portal Full Audit Logging Automated User Workload Distribution

Feature
Document and Email Management
Fully integrated with SharePoint Online for Document Management Fully integrated with Microsoft Outlook for Email Management and Filing Quick File – If an email forms part of a thread, you can one-click file it to the same location, on send or receipt. Automatic Email Filing (See ‘Optional/Extra Features’) Document and Email Templates and Precedents Task & Appointment Synchronisation with Outlook Diary
Time Recording
Multi-grade Charging Real-Time Time Recording (Stopwatch) Retrospective Time Recording (Manual) Automatic Time Recording (See ‘Optional/Extra Features’) Capture Expenses & Disbursements Multi-Client Time Recording Fixed Fee & Budget Options Agents for The Automation of Client Restructures and Timecost Reallocation
Document / Court Bundling
Electronic Bundling with Court/Document Bundling
Reporting & Analysis
User Productivity and Reporting Dashboards Management Dashboard Productivity Analysis Financial Receipts Analysis User Dashboard Workload Organisation Financial Status Case Dashboard Client Dashboard Summary Reports using CoPilot Power BI Reports Billing
Billing & Accounting
SRA Accounts Rules Client Money Tracking Journal Entries Account Reconciliation

6. Optional/Extra Features (Referenced from Pricing Doc)

Automatic Time Recording (from Billables AI)

Billables.ai is an AI-powered, automated time-tracking and billing optimisation app, integrated into TCM Edge, built for law. It passively captures work activity across tools like Outlook, Teams, Word, Chrome, Edge, Adobe, and automatically generating accurate, compliant, narrative-rich time entries without manual effort.

Key Features:

- **Automated Time Capture (Passive Tracking)**
Captures billable time automatically as users work - no start/stop timers required.
Enables real-time tracking across emails, calls, documents, browsers, meetings, and other work tools.
- **AI-Generated Narratives & Descriptions**
Creates complete, detailed time entry descriptions based on user activity.
Learns each user's writing style and outside counsel guidelines over time.
- **Integrations with Legal & Productivity Systems**
- **Compliance & Billing Accuracy Tools**
Built-in billing guideline checks (e.g., VAT, rate mismatches, missing narratives).
Matter-matching and UTBMS / LEDES code support for structured billing (or use custom categories)
- **Reporting, Dashboards & Analytics**
Detailed utilisation, WIP, financial, and matter-level analytics via dashboards and integrations (Power BI, Alteryx).
- **Security & Privacy**
Data encrypted, role-based access control, no privileged data stored, user-controlled opt-ins for monitoring.
- **Customisation & Workflow Controls**
Adjustable billing rates, grouping rules, required fields, entry splitting/merging, narrative editing, six-minute increment minimum, CSV exports, and daily reports.

Key Benefits:

- **Capture More Billable Time (15–30% on average)**
Firms report significant increases because micro-tasks, short communications, and context-switching activities are automatically captured.
- **Major Reduction in Administrative Work**
Up to **90% less time** spent on narrative writing and manual time entry.
- **More Accurate, Compliant Billing**
Detailed, audit-ready entries and automated billing checks reduce rework, corrections, and delayed invoices.
- **Faster Billing Cycles & Improved Cash Flow**
Automated, timely entries eliminate month-end scrambles and improve revenue recognition predictability.
- **Seamless Adoption & Minimal Training Required**
Works quietly in the background while professionals use their existing tools; intuitive workflows encourage firm-wide adoption.

- **Integrates With TCM Edge**
Designed to complement - not replace – TCM Edge, adding advanced AI automation on top.
- **Increased Profitability & Better Decision-Making**
Complete data enables accurate profitability insights, matter-level analysis, forecasting, and pricing improvements.

**Automatic Email Filing (from Colligo)
+ Colligo Content Manager (for Teams), and Colligo Office Connect (for MS Office)**

Automatic Email Filing – “Bulk Copy”

Automate the filing of emails and their attachments from Outlook to TCM.

Bulk Copy allows you to schedule the automatic filing of emails from a folder in your mailbox (or a shared mailbox) to a specific location in SharePoint.

For example, you may have a folder in Outlook for all correspondence related to a specific Matter.

With Bulk Copy we can set up a schedule, once a day at a time you decided, to go and retrieve all unfiled emails from that folder and automatically file them to SharePoint, with any automatic metadata or metadata you specify applied.

Colligo’s bulk filing tool enables you to save (copy or move) batches of emails from folders all at one time, with the tool being able to tag your emails and attachments with metadata or labels. You can also schedule your filing on a manual or automated basis, allowing you for example to work throughout the day and set to automatically copy after working hours (such as weekends, Annual Leave, Office Closing hours) If you choose to automate things, then you can select daily, weekly, or monthly increments.

- **Increase Billing** - if you're spending less time filing you have the potential to spend more time billing.
- **Save time, drive efficiency, reduce the administrative burden** – Users save on average 1-hour per day email filing. Staff can save hundreds of hours per year filing emails to SharePoint. Your team can also quickly and easily find emails, as they are tagged with metadata or labels in your central storage repository, SharePoint Online.
- **Less Clicking** – By clicking less, users are likely to be more productive in their work.
- **Improved Adoption** – Because Colligo becomes easier to use, with less work needed from the end user, users are more likely to use it.
- **One and Done** – Users simply need to create a single folder for each Matter they're working on. Once created, they will need to drag and drop each related e-mail into the folder. Once this is done, Colligo will automatically file emails on their behalf.
- **Increase Compliance** – Your organisation can more easily stay compliant with industry, governing or regulatory policies as content is centrally stored and controlled and not “hidden away” in user mailboxes (who may have left or be away and uncontactable).

Colligo Content Manager

Colligo Content Manager lets users access, manage, and organise SharePoint content directly from Outlook, Teams, or a browser. It improves productivity by reducing app-switching while strengthening governance and compliance.

Key Benefits:

- **Improved Accessibility & Usability**
Access, preview, and work with SharePoint files directly in Outlook or Teams without opening SharePoint.
- **Faster Search & Discovery**
Search, filter, and share the latest files quickly from the same interface.
- **Better Compliance & Governance**
Apply metadata and retention labels automatically when moving content into SharePoint.
- **Reduced Context Switching**
Work from one place—previewing, filing, and sharing without moving between Microsoft 365 apps.
- **Enhanced Collaboration**
Share quick links, launch files in native apps, and use a unified view of SharePoint/Teams/OneDrive locations.

Key Features:

- **Integrated SharePoint Browsing**
Browse all SharePoint, Teams, and OneDrive sites from Outlook or Teams.
- **Drag-and-Drop Filing**
Move files into SharePoint with auto-applied metadata.
- **Search & Filter Tools**
Search for files by metadata or content and filter results directly inside the add-in.
- **Metadata Capture & Updates**
Extract metadata automatically or update metadata manually on existing files.
- **Dashboard & Favourite Locations**
Pin frequently used libraries or create a dashboard for quick access.
- **Share & Collaborate Tools**
Share content as links or attachments in chats, channels, or email.

Colligo Office Connect

Colligo Office Connect lets users save, tag, and search SharePoint and Teams content directly from Word, Excel, and PowerPoint. It streamlines filing, ensures metadata accuracy, and improves adoption of SharePoint for document management.

Key Benefits:

- **Consistent Filing from Office Apps**
Save documents directly to SharePoint/Teams/OneDrive with full metadata and retention label support.
- **Better Metadata Quality**
Capture metadata automatically or prompt users for required fields.
- **Faster Content Discovery**
Search and browse SharePoint content without leaving Office applications.
- **Improved Compliance**
Help ensure documents are filed in the right place and correctly tagged.
- **Easy Deployment for IT**
Deploy through Microsoft 365's add-in framework and centrally configure site access and policies.

Key Features:

- **In-App Filing for Office Files**
Save Word, Excel, and PowerPoint files with metadata directly to SharePoint and Teams.
- **Content Type & Retention Prompting**
Prompt users for content types, metadata, and retention labels.
- **SharePoint Search Integration**
Use built-in SharePoint search with sorting and filtering.
- **Versioning & Conflict Resolution**
Support for SharePoint version management with conflict resolution tools.
- **Folder Creation Support**
Create new SharePoint library folders while saving files.
- **Central Administration**
Push sites, policies, and libraries to users via the Colligo Configuration Manager.

7. Roadmap

All the information above is correct at the time of publishing. For the latest new features and future developments, these are available on request.