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Press Release

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## **LSC awards e-Consultation contract to iNovem**

*- The Legal Services Commission chooses iNovem eConsult as their e-Consultation platform -*

The Legal Services Commission (LSC) is currently undertaking a large number of consultations to support the reform of Legal Aid. To support this, Commission has reviewed its options and decided that investing in off-the-shelf consultation software would help them to develop a more efficient and effective approach to managing its consultations, including the large number of which are scheduled to take place over the next 18 months. This would allow consultations with external stakeholders to be conducted online thereby improving the efficiency of the consultation process. Following an analysis of the market, and subsequent competitive tender process, the LSC has now selected iNovem to provide this service.

On making the award, Caroline Jones, an LSC Policy Officer said, “The Legal Services Commission chose iNovem's e-consultation software because of their product's flexibility to meet our business needs and their ability to meet our tight timescale for implementation. One of the real benefits is that iNovem were able to align their product so closely with our current website, for example, using our corporate branding. We have also been pleased that iNovem has been able to offer both practical and technical advice to us in setting up the software”.

The new service will make it easier for LSC consultees to respond by taking part in interactive online questionnaires, or by making comments against technical documents. Respondents will also be able to register their particular interests in order to be kept informed of relevant consultations through automatic personalised email alerts.

To deliver the new service within a month and meet the tight deadlines specified, no time has been lost in moving the project forward quickly. Internal education and product training for LSC staff is underway and LSC branding has already been applied to the software to allow it to seamlessly integrate with LSC's existing web-site. The LSC aims to launch its e consultation service from the end of October, and to use this for its consultations after this time.

**Notes to editors:**

**1. iNovem Limited** was founded in 2001 to develop Internet-architected collaborative solutions to improve teamworking and stakeholder participation. From its offices near Hungerford, Berkshire, the iNovem team has invested in a software development programme which culminated in the launch of iNovem Team Initiative™ in February 2003 and iNovem eConsult™ in October 2004. iNovem now has a growing list of customers, especially in the public sector, who need to engage with their stakeholders in a more frequent and cost effective way.

(More information can be found via iNovem's website: [www.inovem.com](http://www.inovem.com))

**2. Legal Services Commission** looks after legal aid in England and Wales. We also make sure that people get the information, advice and legal help they need to deal with a wide range of problems. They work in partnership with solicitors and not-for-profit organisations to provide services to help people in need.

(More information can be found via LSC's website: [www.legalservices.gov.uk](http://www.legalservices.gov.uk) )