

RCJ Advice

RCJ Advice in London now sending secure, registered email to clients & judges with Frama RMail



“Frama RMail is so simple to use, and has no requirements on the recipients end. No portals, no awkward logins, no hassle! Our in-house solicitors can now send secure email with recognised legal evidence of content, delivery and proof of when opened.

Frama has not only saved us time and money, but provides our recipients (including many judges) with an effortless experience. We also have a new online assistance tool (a mobile app) that now ensures confidentiality and compliancy through the Frama integration platform ”

Alison Lamb - Chief Executive Officer

PROJECT

To provide RCJ with a simple way of sending secure, registered and encrypted email to their clients without cumbersome processes on the recipients end, whilst also being able to keep a full audit trail for proof and compliance purposes.

SOLUTION

Frama RMail - Microsoft Outlook plugin and also integration with FLOWS - an online app to send secure information digitally to the police and the courts.

BENEFITS / ADVANTAGES

Simple and straightforward implementation
Registered Receipt (Compliance Record) to prove email content, delivery and when opened
Auditable Proof of Compliance
Easy for recipient. No portals or logins required
Email encryption to ensure all client data is transmitted safe and secure for GDPR

ABOUT RCJ ADVICE

RCJ Advice deliver free legal advice to people who cannot afford a solicitor and need assistance with preparing, or dealing with a court case.

They have a wide range of other support for people with court cases such as schemes that provide representation, access to child contact and Separated Parent Information Programmes



RCJ advice



THE STORY

For many years, RCJ were using a portal based email encryption service. They were finding this link and retrieve system to be awkward and difficult for many of their recipients.

They needed something that was not only simple and easy and secure for their clients, but also easy from a senders point of view.

Frama RMail was introduced to Alison and the team in 2019.

Through the Frama outlook plugin, Alison and her team can now send encrypted and registered emails directly from Outlook, with legal proof of delivery, content and when opened.

There was also a requirement for sending secure information via their new mobile app (FLOWS) relating to domestic abuse victims across the country.

With the SMTP integration, Frama RMail now also gave the RCJ team the ability to ensure this information was also encrypted and secure.

CO-OPERATION AND ROLL OUT

THE VERDICT

RCJ Advice have implemented an easy to use, well featured and forward thinking solution to demonstrate compliance.

They have not only made the process more simple for themselves, but have produced a simple and straightforward experience for their recipients (including the judges that they send emails to).

In terms of efficiency, they also have e-signature built in to the system, allowing RCJ to adopt and move towards a digital paperless office environment, ultimately reducing costs and speeding up business efficiencies.



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