Fresno County Superior Court Quickly Adopts California Judicial Agency's Solution of Choice for ECM Deployment

ImageSource®

> **"THE ILINX® & IBM FILENET TECHNOLOGIES BLEND TO PROVIDE SUCH EASE-OF-USE; I WISH ALL TECHNOLOGY WAS SO INTUITIVE."**
> – Brian Cotta, Director of Court Technology, Superior Court of California, County of Fresno

ORGANIZATION
› California Administrative Office of the Courts, Superior Court of California, County of Fresno
› www.fresno.courts.ca.gov

INDUSTRY
› Government / Courts

SOLUTION
› Judicial Branch Enterprise Content Management System

CHALLENGE
› State judicial agency needed validated, scalable ECM technology solution to recommend for courts
› Existing system lacks functionality to support electronic initiatives
› EDMS not flexible or extensible
› Legacy system difficult to integrate & support
› Content not readily accessible across departments
› Proliferation of paper
› Inefficient processes for getting information into system
› EDMS cannot integrate with existing case management system

KEY BENEFITS
› Solution selected for entire California AOC enterprise
› Extremely quick base installation
› Web-based technology, easy-to-deploy & administer
› Leverages existing technology
› Integrates with case management system and other LOBs
› Comprehensive, intuitive technology allows for internal deployment
› Secure access to common information across departments
› Eliminates paper & enables efficient processing of information
› Handles growing workload without adding FTEs

The Superior Courts of California have trial jurisdiction over all criminal and civil cases, serving nearly 34 million people. There are 58 Superior Courts, one in each county, overseen by the California Administrative Office of the Courts (AOC).

Scalable Document Management Solution Options Sought by State Agency

To provide better access to information across the state, AOC began the search for select document management solutions to recommend to the Superior Courts in each county. An RFP was issued to evaluate the various imaging and content management technologies. The primary objective was to define scalable options that could streamline paper-based processes for the various court systems immediately and expand to meet the long term strategy for the State judicial branch. The systems had to accommodate increases in volume and the timely deployment of hundreds of new integrated applications.

ILINX Capture & IBM FileNet Selected as Enterprise Solution of Choice

In response to the RFP, ImageSource presented a solution that ultimately became one of just two recommended for the 58 courts. Utilizing an IBM FileNet and ILINX integrated suite of tools for Government, the ImageSource solution offers a cost-effective path that enables the Superior Courts to leverage existing technology investments enterprise-wide—a robust, scalable and easy-to-use option.

Court in Fresno County Replaces Deficient EDMS with ImageSource ECM Solution

Fresno County Superior Court (FCSC) serves the community with 5 court facilities. Although FCSC had an existing document management system in place, it was not powerful enough to accommodate the electronic initiatives desired by the Court. Besides lacking flexibility and extensibility, the platform was difficult to integrate and support, and required thick software to be installed on client computers.

FCSC evaluated both solutions recommended by the AOC and determined that the ILINX/IBM technology would best meet their objective—a web-based offering that was both quick to deploy and administer, easy to use and worked exceptionally well with their growing virtual desktop infrastructure (VDI).

Looking to form a solid, long-term partnership, FCSC was impressed with ImageSource's vast integration experience and history of enabling organizations to self-manage systems. The solution would allow the Court IT department to independently expand the new ECM system internally to additional departments—a huge cost benefit for the budget-strapped government entity.

"The Professional Services Team at ImageSource laid a solid foundation that we can now take ownership of, and expand on, to improve the way we manage information across the Courts," said Brian Cotta, Director of Court Technology at FCSC.

The vision for FCSC will allow multiple departments to have secure access to common information that is currently difficult to share, as it's typically stored on various media and on paper in boxes, filing cabinets and warehouses. Specifically, FCSC required a system that would integrate with existing case management systems and allow for compatibility with future case-management and third-party applications. The solution needed to be scalable, have options for redundancy and be able to accommodate a growing demand for a paperless environment.

Infrastructure Initiated at Traffic Division

After evaluating the various departments supporting FCSC, ImageSource determined that the Traffic Court would be the best place to launch the ILINX and IBM technologies solution. Considerations were taken for time frame, requirements, budget and where the most benefits could be quickly achieved.

> "IMAGESOURCE EXPERTLY IMPLEMENTED ILINX CAPTURE AND IBM FILENET ON SCHEDULE, WITHIN BUDGET AND PROVIDED A SOLID FOUNDATION THAT WILL ALLOW OUR IT STAFF TO MOVE THE INITIATIVE FORWARD."
>
> – Brian Cotta, Superior Court of California, County of Fresno: Director of Court Technology

The processes that support the Traffic Division generate a profusion of content that requires management and integration with the Court case management system. To handle the large volumes of incoming documents related to traffic violations, ImageSource designed the solution to include designated scanning stations in order to cut back on the number of scanners and prevent hardware sprawl. An integration with the case management system automates the extraction and validation of data, allowing any worker with security rights to perform indexing functions from their desktop. Ultimately, this significantly minimizes the opportunity for data entry errors to occur and requires much less time to input content into the ECM system.

Quick Deployment Yields Big Benefits

A primary objective for the Traffic Court launch was to build a solid base infrastructure, quickly. This would allow the internal IT department to start build-ing on the functionality and expand the technology to other departments.

"Within approximately three weeks of starting the actual implementation, we were live with ILINX Capture and IBM FileNet and realizing actual efficiencies," remarks Cotta.

The Traffic Division was immediately able to eliminate paper and process information more quickly. New found efficiencies not only allow staff to better handle workload but actually accommodate growing demand without adding FTEs. ILINX Capture—a distributed capture platform—combined with business validations, streamline the indexing process to further improve productivity.

"At the end of the day, we acquired a solution that helps reduce workload; a solution that can, if necessary, eventually support staff reductions; a solution that simplifies tasks and finally a solution that does not break our budget," shares Cotta.

Future Deployments Generated Internally

With the Traffic Court implementation now fully operational, FCSC IT has taken ownership of the system. Since the technology is completely web-based, future deployments can be expanded to other Court departments utilizing minimal outside resources. The solution can also be extended to include capture at Multi-Functional Devices, workflows for routing and approvals, integrations with other line-of-business systems, records management and more.

"There is so much enthusiasm about this solution that our IT department cannot keep up with the demand for rollout into other departments," said Cotta.

Courts at Stanislaus County Adopting ImageSource Solution

The functionality superior technology stack, its ability to be quickly implemented and ease-of-use was the impetus for Superior Court of California, County of Stanislaus to on-board the ImageSource solution. Starting with the 4D Child Support Division, Stanislaus County Superior Court is building the foundation for benefits that include internal IT control, security, highly streamlined processes and immediate access to critical information.