

Superior Court Gains Advanced Efficiencies Within and Beyond Their Case Management System



ORGANIZATION

- › Superior Court of California, County of Stanislaus
- › www.stanct.org

INDUSTRY

- › Government / Courts

SOLUTION

- › Judicial Branch Paperless Courtroom

CHALLENGE

- › Inefficient manual processes for prepping, accessing and storing critical case information
- › Proliferation of paper—running out of storage space
- › EDMS did not allow for the searching of specific documents, was not flexible or extensible
- › Misplaced and incomplete case documents caused delays

KEY BENEFITS

- › Solution vetted by California JCC
- › Utilizes CMS API for direct integration
- › Replaces manual searches for paper documents or electronic documents buried in large files
- › Greatly reduces physical storage
- › Eliminates paper & enables efficient processing of information
- › Web calendar integration provides flexible, intuitive access
- › Individual documents are easily searchable
- › Simple & easy to use interface
- › Web-based capture technology is easy-to deploy & administer
- › Electronic forms are complete & legible 100% of the time
- › Technology can be extended to other departments, like HR & Fiscal

Scalable Document Management Sought

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 Judicial Council of California (JCC). Until the deployment of ILINX, Stanislaus processed all case files from paper files and back filing scanning upon case completion. Their process required paper files to be pulled by Clerks, and then manually arranged and organized with color tabs or other queues to help identify key documents. When the court session concluded data entry updates to the Case Management System were required before the paper file was sent to physical storage. This process was inefficient and took skilled staff time on unskilled tasks. Driven by the need for accuracy and desire to utilize employee time properly Stanislaus began to search for a way to transition away from paper and add automation to their aging Case Management System.

Demanding Case Loads are Further Weighed Down by Manual Processes

Stanislaus sought to solve their degree of dependency on a Case Management System without any access to digital documentation in the courtroom. They were not in a place where changing their CMS outright was possible, so they instead looked for a solution that would enhance and extend their current processes while adding powerful new functions and bridging the gap. A solution with eForm capabilities as needed to streamline time-consuming manual processes while increasing accuracy. With these objectives in mind, Stanislaus Superior Court evaluated the two JCC-recommended solutions, and selected ILINX.

“The ILINX Capture interface is simple and easy to use,” stated Anthony Paradiso, Information Technology Manager.



Web Calendar Allows Immediate Access to Digital Case Documents in Courtroom

Web Calendars were identified as a central component for Stanislaus. The ImageSource team guided the Court's IT department to integrate a web calendar with the ILINX Content Store document repository. Capturing documents and making data from the documents accurate and accessible made the processes of searching through paper folder obsolete. Judges, clerks, commissioners and other staff can easily search terms (like case numbers) and quickly organize information associated with upcoming cases. This can be done from laptops or mobile devices while respecting all security policies. By selecting a case number within the web calendar, all associated documents were listed in a pop-up window, with the most recent at the top. Additionally, cases could be further filtered in numerous ways, based on personal preference. Typically, cases are sorted by call time, then alphabetically enabling rapid delivery of critical information. The same calendar interface allowed officials and clerks to check a box next to cases after they have been heard. This information could be accessed by any court employees for a real-time hearing status. This process provided numerous benefits, saving costs and freeing up the valuable time of knowledge workers. ILINX integrated with the original case management system, helping Stanislaus County Superior Court achieve a paperless courtroom without having to rip and replace an important and complex CMS system.

Court Seeks New Case Management System

After the initial deployment of ILINX, adding powerful capture and eForms functionality, the court looked to completely replace their CMS system. One of the requirements when looking for a new CMS was that the platform design allows for integration with third-party applications like ILINX. When deciding on our new Case Management System, “The capability for integration with ILINX was mandatory,” stated Anthony Paradiso, Information Technology Manager. “ILINX eForms kept our Courtroom processes consistent, helping the Court more easily transition to the new CMS.

ILINX Expands and Enriches the Case Management System

The ILINX Capture workflow and ILINX eForms directly integrates with the new Court Case Management System (CMS) allowing the courtroom to maintain the desired ILINX functionality while enhancing Case Management System performance. Attorneys generate the required forms before hearings. ILINX accurately pre-fills sections with data that resides in the CMS system. The form is then finalized right in the courtroom on tablets and desktops, complete with prompts that ensure that all required fields are populated and will disable submittal until all mandatory information is present with data, signatures, etc. Once completed in Court, finalized forms are then submitted to the Judge or Commissioner via workflow to verify content and to sign electronically. Upon signing, the form is then routed to the clerk to review and signature stamp. The signed and stamped form is then routed via the ILINX Capture workflow, where it utilizes the CMS API to update appropriate fields and to release images to the hearing or event in the integrated CMS repository. Simultaneously a PDF version is automatically generated so Clerks can print copies for all parties involved. Superior Court of California, Stanislaus County was able to develop Court forms based on their specific requirements. ILINX can replicate and automate paper forms that are specific to individual courts. This does not require consulting for ILINX or the CMS system. Courts can determine the final form content, and logic to easily create and consolidate forms on their own.

ILINX Approved by JCC – Eliminates the Need for RFPs

Searching for technology to recommend to Superior Courts, JCC’s primary objective was to find scalable options that streamline paper-based processes while accommodating increases in volume and the timely deployment of hundreds of new integrated applications. The solution submitted by ImageSource, utilizing ILINX® Enterprise Content Management platform, was selected as the solution of choice. This decision streamlines the purchasing process of ILINX for court systems, eliminating the need for a time consuming and costly RFP process.

ILINX Extends Beyond the Courtroom

While ILINX greatly enhances the CMS and overall Courtroom experience, it also provides additional opportunities organization-wide. There are many processes outside the Courtroom including Human Resource, Accounts Payable, and more than an investment in ILINX can benefit from.

Technology



ILINX CAPTURE

*Capture Information.
Any Place, Any Time.*

A flexible, lean and highly adoptable web-based platform, ILINX® Capture empowers anyone in your organization to easily capture information in-process from a desktop, MFP or mobile device. Perfect for ad hoc or transactional activities, ILINX automates the capture of information from both paper and electronic sources, converts it into functional information and delivers a variety of digital formats to the systems that manage your business processes.
www.imagesourceinc.com

ILINX EFORMS

User-friendly, web-based electronic form software.

A powerful solution for the creation and deployment of electronic forms, ILINX eForms enables you to easily capture accurate information in-process from a desktop, MFD or mobile device. It provides a complete intuitive user experience including forms design, quick on-site data collection, centralized form and workflow management and extensive back-end system integration.



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