

# Efficiently administer justice

## DXC Justice Case Management

Modernize your agency and gain better insight  
with an integrated case management solution.



## Efficiently administer justice

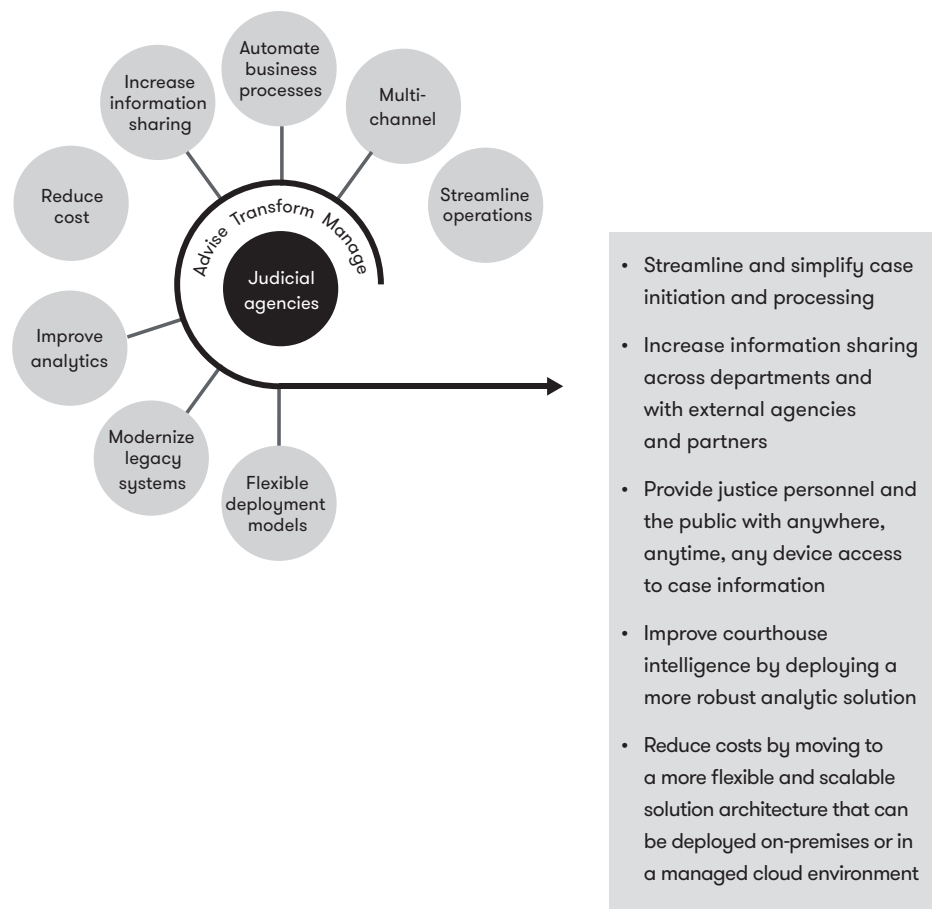
### Benefits

- Streamline and simplify case management
- Improve information sharing across departments, agencies, partners and constituents
- Achieve better insight with robust analytic capabilities
- Reduce costs and future-proof investments with a scalable, flexible solution

Judicial agencies today face many of the same challenges as commercial companies: They must streamline operations, improve service delivery, enhance citizen engagement and reduce costs. But how does your agency achieve that while caseloads get heavier, data more abundant and interactions more complex? The answer is a secure, automated system that simplifies case initiation and processing, enables information sharing and tracking and analyzes data — accessible anywhere, anytime, on any device.

DXC Justice Case Management is a truly modernized and easily configurable solution that facilitates the court’s work by streamlining case management. This solution combines expert advice, process transformation and management services to help judicial agencies modernize legacy justice case management systems and transform the way your agency works.

**Figure 1:** Common business goals for judicial agencies



Many judicial agencies face similar challenges and are looking for ways to modernize their legacy case management systems.

## Powerful functionality built on a robust framework

DXC Justice Case Management is an application framework built on Microsoft Dynamics 365 for Customer Engagement. Designed with a user-centric approach, it includes a suite of functionality that can be implemented at all levels of the judicial system to manage cases, schedule trials, track and manage case materials and case participants, assess fines and fees, and produce reports — all to simplify case management (see Figure 2).

DXC Justice Case Management is preconfigured to include core court case management functionality, which can be extended through additional configuration and customization to meet your agency’s unique requirements.

DXC Justice Case Management combines the benefits of traditional custom development with an application framework-base approach. It is both flexible and adaptable to support your specific needs to achieve reduced deployment timelines and decreased total cost of ownership.

**Figure 2:** Powerful case management functionality supported by a robust framework

Powerful functionality	Robust framework
<ul style="list-style-type: none"> <li>• <b>Ease of use:</b> A consolidated case management screen enables justice employees to view and manage case data from a single location.</li> <li>• <b>Process automation:</b> Predefined workflows automate business processes.</li> <li>• <b>Citizen engagement:</b> A public-facing portal provides constituents with access to the information they need, without waiting in lines or having to visit courthouses or facilities.</li> <li>• <b>Robust analytics:</b> Preconfigured dashboards and reports enable users to monitor case activities in real time and configure reports with the information they need. The platform provides users with the tools to easily build their own dashboards and reports.</li> <li>• <b>Scheduling:</b> The system supports automated, random or manual assignments of a case or a court hearing to judicial calendars, courtrooms or individual judges.</li> <li>• <b>Mobile access:</b> The system provides access anytime, anywhere — on PCs, tablets and smartphones.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Powerful platform:</b> Preconfigured application framework offers rapid deployment and the flexibility to tailor the solution to meet your unique requirements.</li> <li>• <b>Integration:</b> Built on the Microsoft Dynamics platform, DXC Justice Case Management offers multiple options to integrate with other line-of-business applications.</li> <li>• <b>Flexible deployment:</b> The system can be deployed on-premises, in a virtual private cloud or in a hybrid cloud, enabling justice agencies to take advantage of subscription- or consumption-based pricing.</li> <li>• <b>Skilled resources and expertise:</b> As a leading Microsoft Solution Provider, DXC Eclipse has the resources, expertise and experience to manage complex projects.</li> </ul>

### Quick and easy case initiation and processing

Easily manage cases from a single, consolidated screen providing access to all of your case data.

DXC Justice Case Management supports all aspects of managing judicial cases, including:

- Creating new cases
- Entering findings and dispositions
- Tracking case events and litigants
- Creating orders
- Processing civil, criminal and juvenile case filings
- Capturing bond and sentencing information

Easy access to and management of all case information is provided through a single, consolidated case management screen that shows all relevant case details, including: case number, case title, division, case type, case participants, court date and location, arrest details, traffic ticket details, charges, fees, and case history that contains all case activities, associated documents and case notes.

Field-level, drill-down capabilities provide access to additional details, such as contact information for a case participant, on the displayed data (see Figures 3 and 4).

Figure 3: Civil case management screen

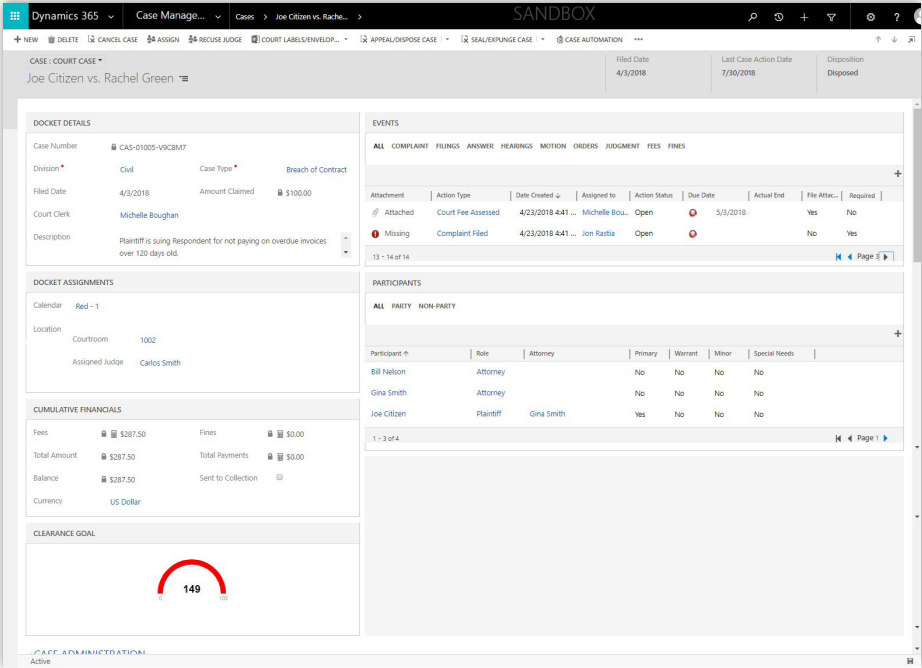
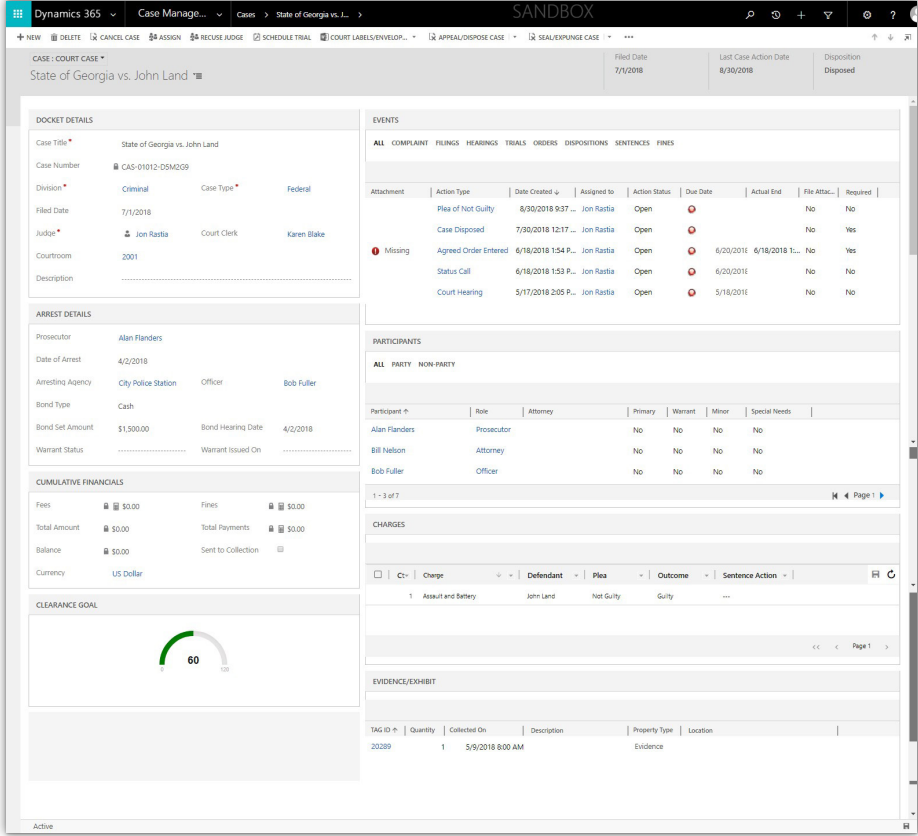


Figure 4: Criminal case management screen



When opening a new case, the case management screen is auto-configured with the required fields and initial activities, based on division or subject matter area selected. Case numbers can be automatically assigned or manually entered. Judges and court clerks can electronically manage cases, forms and documents, and schedule upcoming trial dates and status calls from the bench.

A searchable statute table enables quick and easy additions of charges and counts to a case. The system automatically calculates consecutive and concurrent sentences, based on the count/charge to arrive at a final tally for each sentence.

Court fines and fees are stored in the DXC Justice Case Management solution, and cumulative court fees are automatically calculated and displayed on the case management screen. Payment of fines can be tracked through e-payment or other financial systems' integration, and cases can be easily sealed or expunged.

Easy scheduling that automatically calculates the next five available openings on the calendar to schedule a hearing.

## Easy scheduling

DXC Justice Case Management assigns cases to judges using automated workflows, manages scheduling of trial dates and pretrial conferences, and integrates the court and case calendar with the judge's private calendar. Scheduling of subsequent hearings and status calls can be easily completed. The system automatically calculates the next five available openings on the judge's calendar, simplifying the process of finding a date and time that works for all involved parties (see Figure 5).

Figure 5: Automated scheduling

The screenshot shows the 'Status Hearing' case action in the DXC Eclipse system. The interface is divided into several sections:

- DETAIL:** Action Type: Status Hearing; Action Date: 4/26/2018 10:59 AM; Participants: Bill Nelson; Gina Smith; Regarding: Joe Citizen vs. Rachel Green.
- COURT DATE/ROOM/STAFF:** Hearing Scheduled Start: 4/26/2018 11:00 AM; Courtroom: 1002; Assigned to: Jon Rastia.
- FINANCIALS:** Fee: Fine; Amount Paid: Payment Received: No.
- DOCUMENTS:** Includes a 'NOTES' section with an 'Enter a note' field and a 'Required' checkbox set to 'No'.
- COURT SESSION SCHEDULING:** A table showing the next five available court sessions:

Date	Start Time	End Time	Assign
09/04/2018	11:00 AM	4:00 PM	Assign
09/07/2018	11:00 AM	4:00 PM	Assign
09/10/2018	11:00 AM	4:00 PM	Assign
09/11/2018	11:00 AM	4:00 PM	Assign
09/14/2018	11:00 AM	4:00 PM	Assign

The interface also shows a 'Days Out' dropdown set to 5 Days and a 'Created By' field with the name Jon Rastia.

## Automated workflows

DXC Justice Case Management includes powerful business-processing capabilities through automated workflows that are triggered by specified, predefined events in the system, including:

- Sending a confirmation email to case participants or attorneys when a notice of hearing has been entered and scheduled in the system
- Assigning cases to the correct judge, based on the agency or division
- Notifying clerks when case activities have missing or incomplete attachments or do not have a “next” scheduled court date and time

Workflows can also be used to automate more complex processes, building up multiple layers of logic to accommodate business requirements.

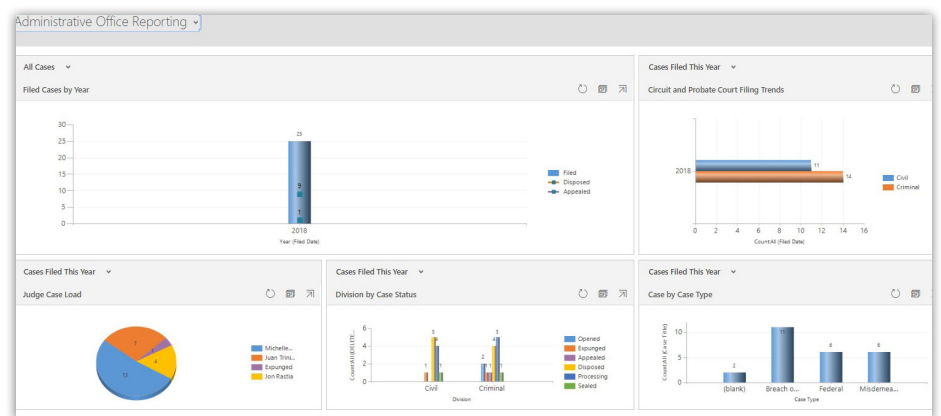
### Powerful dashboards and reports

Robust dashboard capabilities deliver courtroom intelligence by providing easy access to view case processing statistics and other important performance measures.

With DXC Justice Case Management, your agency staff can query and report on cases, generate standard reports to meet regulatory and statutory requirements, use dashboards to monitor case activities in real time, and view summary data for cases, judgments and fines. Preconfigured dashboards and reports provide the data you need to measure effectiveness and drive productivity in your organization.

Users can modify out-of-the-box dashboards and reports or create entirely new dashboards to help visualize and interact with critical case information — all in one place.

**Figure 6:** Administrative Office Reporting dashboard



### Effective document management

Access case documents directly from the case record through native integration with SharePoint, providing additional editing and document collaboration from within or outside of the application. DXC Justice Case Management also integrates with other leading document management systems, using application program interfaces included out-of-the-box with the Microsoft Dynamics platform.

### Efficient work queues

Configure work queues to route activities, cases or other information to a user, team or division, based on predefined business rules. Dashboards and list views display relevant queue information, and supervisors can be notified of overdue activities through predefined business rules built into the solution.

### Mobile access

With anywhere, anytime access, DXC Justice Case Management allows work to be performed in the office, remotely over a virtual private network or through a secured internet connection on any PC, tablet or smartphone.

Streamlined justice case management — automated business processing capabilities enable workflows triggered by predefined, specified events within the system.

### **Strong security, auditing and data validation features**

#### **Security**

DXC Justice Case Management offers multilevel, configurable security model, supporting field-, record- and division-level security. Using role-based security to assign privileges to users, administrators can configure user roles and permissions to restrict users from viewing, editing or deleting sensitive information. Security rules can be applied at the field level for personally identifiable information — such as Social Security number or date of birth — to restrict users from viewing or editing this data.

#### **Auditing**

DXC Justice Case Management automatically tracks and logs changes made to your data through record- or field-level auditing. This lets you analyze a particular record's history, view a summary of everything that has changed, track when a user accesses the system and view specific changes that occurred.

#### **Error detection**

Data validation rules are built into DXC Justice Case Management. Options set limits on data that can be stored or related to case records. Each attribute or field has specific data validation rules or limitations.

#### **Duplicate detection**

To maintain your data's integrity, DXC Justice Case Management is preconfigured with duplicate detection rules. You can merge duplicate records by selecting individual fields from each record you want to retain in the permanent record, and then delete the duplicate file. The DXC Justice Case Management framework also enables you to define additional duplicate detection rules.

#### **Bulk update**

With DXC Justice Case Management, you can process bulk updates to multiple cases at once. It also lets you dispose of or close multiple cases at one time.

#### **Bar code scanning**

DXC Justice Case Management has been preconfigured to produce bar-coded documents and case jacket labels for more streamlined tracking.

### **Powerful extensions and add-on capabilities**

#### **Electronic signature and filing**

DXC Justice Case Management can integrate with your existing e-signature or e-filing solution to preserve investments already made in your justice platform, or with other e-signature or e-filing products on the market.



### **Electronic payment**

DXC Justice Case Management can integrate with our e-payment service solution, or with your existing e-payment solution to enable credit card, debit card and other types of electronic payment processing.

### **Case financials**

For deployments requiring case financials and general ledger functionality, DXC Justice Case Management integrates with Microsoft Dynamics.

### **Flexible integration and deployment options to future-proof your investment**

DXC Justice Case Management supports direct integration with other internal judicial systems and external agency systems, while point-and-click configuration tools allow for easy tailoring of the solution to your specific needs. DXC Justice Case Management is easily configurable and flexible to integrate with other systems and handle the complexity of evolving business processes.

With DXC Justice Case Management, client-specific functionality is implemented through configuration to maximize your case management capabilities and insights. This approach reduces customization efforts and risk, accelerating the creation of a flexible, scalable, upgradable and integrated solution. Leveraging the familiar look and feel of Microsoft's integrated business intelligence, collaboration/document management, and Office solutions, DXC Justice Case Management makes user training and adoption easy.

DXC Eclipse supports multiple deployment options, including on-premises, in the cloud or a hybrid cloud.

### **Taking your agency to the next level**

With DXC Justice Case Management, you do not have to sacrifice system agility and flexibility to achieve speed to market and lower costs. The solution allows you to streamline and simplify case management with an intuitive user interface and flexible solution architecture.

DXC Justice Case Management helps agencies:

- Simplify and streamline case management, scheduling and reporting
- Improve the user experience for justice personnel and the public
- Integrate existing systems, allowing you to maximize your IT investment
- Reduce the time frame and risk required to replace existing legacy systems
- Accelerate the journey to digital service delivery

## Why DXC Eclipse?

DXC Eclipse, a practice within DXC Technology, helps enterprise and mid-market companies accelerate digital transformation, solve business challenges and deliver intelligent solutions that make a difference for clients, employees and partners. We believe in delivering expertise, project transparency and excellent customer service in every engagement.

With team members in North America, EMEA, Asia, and Australia and New Zealand, we are uniquely positioned to deliver Microsoft Dynamics 365, ERP, CRM business process, analytics and collaboration solutions to clients across the globe. The largest independent Microsoft Dynamics partner in the world, DXC Eclipse serves more than 4,000 clients across multiple industries. Our practice delivers services and solutions that have a positive impact on our world today and into the future.

### About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit [www.dxc.technology](http://www.dxc.technology).