

Virtual Hearings Case Study

Success Story with Ministry of Justice (Kingdom of Saudi Arabia)



Background

The Ministry of Justice (Saudi Arabia) supervises the courts, notaries and provides a legal environment derived from Islamic law to regulate and improve judicial and documentary services. It also disseminates justice through building effective establishments, qualified human resources and effective partnership with well-developed tools.

As the entire globe was hit with the pandemic in the year 2020, every sector shifted their working to online. Virtual meetings picked up pace and the became the new norm. Be it virtual doctor consultations or grocery shopping, each platform switched to online functionality. Similarly, court hearings too, started to take place on numerous online platforms.

Ministry of Justice (Saudi Arabia) too, started to conduct online court hearings on variety of virtual platforms. However the challenges that arose were many, including :

No integrated platform to conduct hearings

No automated session recordings

Lack of a user authentication process

No access to analytics and insights

Lack of a Case Management System


The problems faced by the Ministry were of utmost concern because the implementation of these features are what the justice industry stands for – transparency and credibility.

So, we stepped in to provide MoJ with the insightful tools that they needed.


Solution

MoJ KSA has approximately 8500 court hearings per day. Keeping the challenges in mind, we implemented the Virtual Hearings solution, custom built for them - which is a virtual court platform to conduct unlimited case hearing sessions on one integrated platform. Our solution is based on Microsoft Teams, so to implement it to MoJ, we first introduced them to Microsoft Teams and integrated it in their system following which we implemented our Virtual Hearings solution on their platform.


Our solution offers the following features :




Microsoft Teams Integration




Virtual Lobby to enhance user experience




Auto-recording of sessions




E-filing of recordings into cloud on PREM




User login authentication with credentials




Intelligent analytics dashboard for staff



Enhanced user experience



Consolidation of all hearings across the Kingdom of Saudi Arabia



API integration with Case Management System

Solution

The analytics dashboard provides the staff with the relevant information needed for the case hearings that have taken place. It includes :

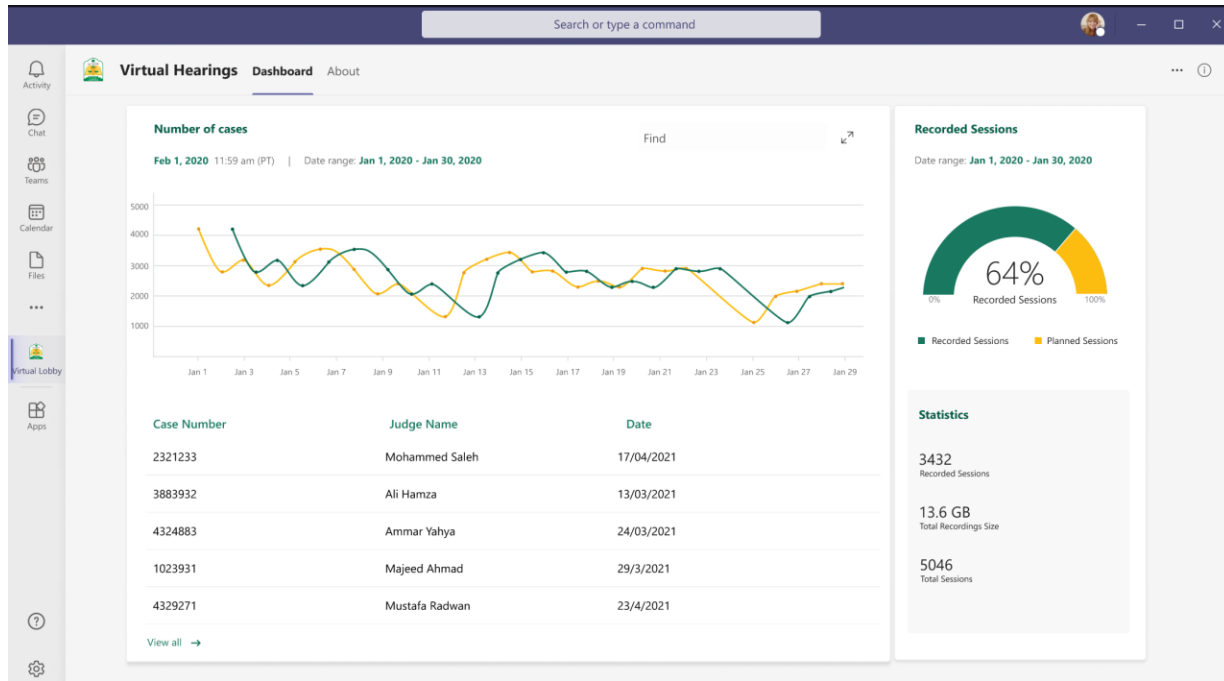
- Total no. of cases per day
- No. of planned sessions
- No. of recorded sessions
- Case details with assigned Judge's name and date
- Case statistics by Court type
- Instant search for case recording

The solution was implemented successfully and has led to the following outcomes :

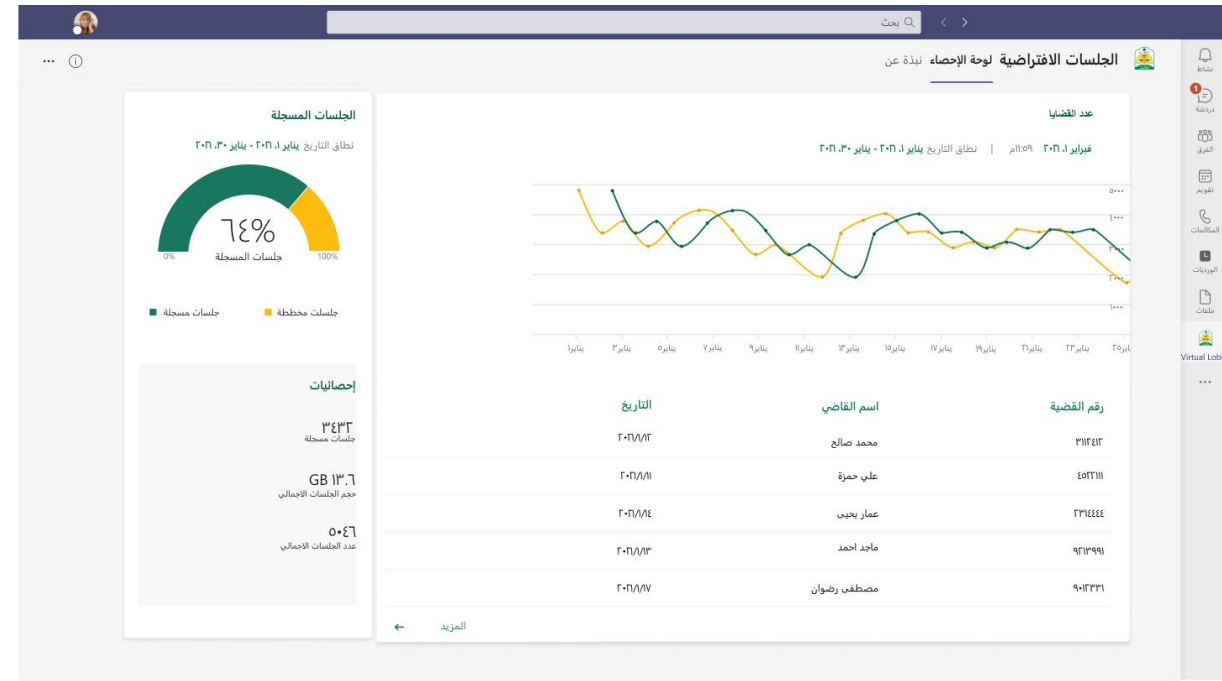
- Ministry of Justice Kingdom of Saudi Arabia's compliance requirement is met by providing on-prem storage for e-filing case data
- Streamlined platform for compliant virtual hearings is fully functional and running with Case Management system integrated with Microsoft Teams
- 100 percent of case hearings across the Kingdom of Saudi Arabia are recorded and e-filed for future reference
- Insights are being generated on a dashboard available on Microsoft Teams based on the case hearings to instantly access case recording filed digitally for **Ministry of Justice Kingdom of Saudi Arabia**

Solution

The dashboard is supported in both – English and Arabic as shown below.



English dashboard



Arabic dashboard

Thank you



Gold
Microsoft Partner

