



GoPro  
**Casedoc™**

Azure Cloud Solution Provider

ISO/IEC 27001:2013

# Casedoc

Advanced Court Management Solution for Public Judicial Bodies, Independent Court Institutions and Resolution Committees

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## **1. COMPANY**

GoPro is a software company encountering more than 20 years of experience in developing and delivering advanced Case Management solutions. Numerous organizations in both Private and Public sectors are partnering with GoPro and enjoying the benefits of its innovative products. As company current focus is the justice sector GoPro is presenting Casedoc™. Fully configurable Court Management system that is integrating with various processes and organization structures such as Public Judicial Bodies, Independent Court Institutions and Resolution Committees.

GoPro has a customer base of more than 200+ clients covering 20 countries.

The Casedoc Court & Justice solution provides powerful benefits for its users, assisting not only operationally, but also over the longer term through helping to be build knowledge bases and expertise for the improvement of contemporary judicial systems. Casedoc provides courts and governmental justice departments with immediate, secure access to critical data, workflow tasks and key analytics, significantly improving daily operations and minimizing any downtime in critical case processing.

Casedoc integrates with most business tools to optimize processes by automating and predefining process steps and tasks to reduce manual, paperbased content management.

Our ISO 27001 certification affirms our company's commitment to continuous adherence and compliance with best practices related with current information security standards and requirements for implementation, maintenance and the continuous improvement of information systems and their management.

## **2. PRODUCT**

Casedoc is a comprehensive, end-to-end courts and justice software solution that enables users to automate and optimize daily work processes. It helps courts improve their services by automating processes, monitoring case activity, and supporting decision making, thus improving the efficiency of the justice sector and promoting case transparency. Casedoc also assists with inter-court communication, case transfers and integration with external entities, assuring secure verification and exchange of data.

It has been developed to provide both out-of-the-box standardisation, yet also provide the flexibility of a fully customizable solution, encapsulating years of development and cumulative experience in digitalization and automation of justice processes. Casedoc assists with costs reduction and improves work efficiency by cutting down on paper-based processes across court systems.

## **Advanced Case Management**

Casedoc is a standardised system for centralized operations of documents, judicial processes, running processes, sharing information and inter-team collaboration. The solution is built on an Advanced Case Management Platform providing organisations with core product components including all required case types, workflow, rules, document and record management. Its core case management features allow users to locate any case information, attach various file types and control the entire case process as well as searching for data using many different criteria

### **Case Types and Workflow**

Many of the processes and workflows of a Case Management System are unique to each individual court and justice administration. Casedoc provides a powerful workflow feature which enables administrators to set up filling, processing, approvals, appeals, reproduction and editing of case documents based on Court and Justice Administration regulations and protocols.

### **Task Management and Approval**

Casedoc empowers teams to collaborate and work more efficiently and smoothly through the synchronization of workflow. Users may retrieve all tasks from spreadsheets, documents, emails, next steps and consolidate them all at one place. The result is improved ability to manage multiple complex tasks simultaneously, both for individual cases with multiple needs and requirements, and for multiple projects that have their own particularities.

### **Templates Management (word/email)**

The solution has an integrated Document/Email Template Manager that makes it possible to generate documents from a template, and thus minimise wasted time and inconsistencies of manually and repetitively written standard texts. Every template comes with predefined information fields that are automatically populated with meta-data from the relevant case, such as the plaintiff/defendant, case number and/or other custom preferences. All templates can be linked to case types, workflow, or other specific contexts, to ensure they only appear in the appropriate context. This enables users to easily create and edit various documents and promotes daily communications between administrations, management and stakeholders and reduces significantly any downtime related to particular case processing.

### **KPI Dashboard/Reports/Attainment Metrics**

Tracking court performance helps to improve accountability, increasing public trust and confidence in the judicial system, and enhancing the rule of law. Casedoc automates the production of customizable reports, lists and charts enabling controlled publication

of information as well as increased transparency and accountability. All reports, charts and graphs can be exported to Word, Excel, PDF, etc.

### **On-line Filing and Collaboration with 3rd Parties / Stakeholders**

Backlogs of unprocessed cases are a major challenge for Court and Justice Administration with limited resources and efficiency. With the online collaboration and self-service portal external stakeholder can enter new case records, update, add supporting material and collaborate with the administration party. This provides the involved stakeholder with excellent service, higher quality of data and improved efficiency.

### **Publishing Process and API for 3rd Party Publishing**

With a few clicks it is possible to provide valuable information to public and members and let them track easily critical data to assure on-time decision making. With a dedicated API for public access and on-line filing justice systems are more transparent and reliable with improved efficiency and credibility.

### **Courtroom Scheduling, Notification and Calendar Management**

The complete calendar feature has two core functions: to show the upcoming schedule, and to prompt users with reminders of important events. It promotes a balanced workflow enabling users to review various time points, such as a specific day, week or month. With a single click, users can verify if a particular date is being linked to a case file, court rooms and personnel. Being available within the system and supporting Outlook integration, it optimizes the overview for users, specific groups and supervisors.

### **Transparency and Automatic Judge Allocation**

Casedoc's ensures judicial cases transparency and eliminates the potential for bias. AI engine and intelligent system algorithm ensures impartial judge allocation to guarantee objective case proceedings. Casedoc software development is carefully defined and lead by our clear intention to minimize any attempts of intentional malicious interruption of judicial cases that would affect or influence in any way the course or outcome of cases.

### **Recording Transcript, OCR Integration (ABBYY Supported) Verdict API**

Ensuring content can be found and leveraged is essential in any digital environment. Casedoc's integrated OCR solution can convert thousands of unstructured documents into assets that can be easily searched, accessed, leveraged, and extracted for any particular need.

## Document Storage

Secure, structured and accessible storage together with keeping track of electronic documents is essential for case processing. As part of a vast feature set of collaboration tools, document management is an inseparable element of improving the efficiency of operational workflow. Casedoc provides secure cloud access to critical case data, with an intelligent document structure that relates each file to a particular case or subject, and a user-friendly interface that allows multiple actions with minimal number of clicks. Fine-grained document access control is fully customisable through a number of permissions which enables a fully transparent track change and document lock when necessary.

### KEY BENEFITS

**Improving Productivity:** Transform and optimize judicial processes into automated, configurable and rule-based workflow which improve efficiency on all stages. Casedoc offers transformation to efficient judicial system to increase productivity and down scale costs of court proceedings.

**Impressive Collaboration and Cost Efficiency:** Casedoc provides an effective judicial system by reducing significantly the disposition time of case processing and increasing collaborations between stakeholders. Both result in an enormous time saving and cost efficiency.

**Open and Secure Access:** Casedoc increases citizens' level of access to the judiciary through dedicated self-service portal which enables e-filing and sharing of judgment outcomes.

**Full Transparency:** Casedoc improves transparency through secure access to information for stakeholders and better qualitative evaluation of outputs.

**Higher Quality of Service:** As the contemporary society is changing rapidly, Casedoc reinforces judicial systems by integrating smart technology algorithms such as use of Artificial Intelligence (AI) and thus improve different aspects of case work e.g. intelligent case search and impersonal judge allocation engine. In addition, constantly improving the quality of service by relying more on data-driven outputs.

**Building Trust and Reliability:** Casedoc supports the latest information and communication technology standards to optimize co-operation between local and international judicial authorities to facilitate data transferring and promote a more time responsive and cross-functioning collaboration. Using Casedoc will help court staff to avoid unnecessary delays related with recent paper based court proceedings. This not only provides citizens with better quality of service but also gives citizens higher confidence in the justice systems.

**Improved Decision Making:** Casedoc powerful reporting engine gives judges and other administrative people a great management tool to track, measure

and visualize key performance targets, like planned vs. actual duration of particular type of cases, judges and courtrooms availability and utilization, etc.

**Low Cost of Ownership:** Casedoc is a Cloud product utilizing the benefit of the being build on the latest technology which give the product many advantages as being modular and flexible to meet legislative pressure and rapid changes.

**High Return on Investment (ROI):** Casedoc modern and open architecture gives the product the strength to utilize the best of breed by integrating with the tools that are already in use as well as giving courts the freedom of choosing their own process structure. Casedoc modular and flexible architecture makes it easy for every court and justice agency to adapt to their needs and keep short implementation time and user onboarding period.

GoPro provides Judicial institutions and personnel with organized, secure, cloud-based highly configurable solution that automates all daily operations. The solution allows a court to efficiently transcript the problem solving/treatment court's approach for hands on supervision. Being highly configurable makes it easy to meet the organization needs and adapt to specific rules and processes. Its comprehensive case processing functions allow users to collaborate and interact smoothly in real time on a daily basis.

### 3. SERVICE

GoPro offers professional consultancy services, from senior practitioners who are court and justice management experts, to enable and support new customers as they implement and transition to a Casedoc Cloud Software solution.

The total service compromises multiple components, including

- ◆ Casedoc Court and Justice Management Cloud Software
- ◆ Customer Success Service including initial software configuration and ongoing service plans
- ◆ Cloud Hosting powered by Microsoft Azure

Together with Casedoc Court and Justice Management Cloud software, GoPro provides customers with a variety of support and customer success choices and cloud hosting options to effectuate transition and experience as smooth as possible.

GoPro will deliver its Services either directly as Prime supplier, or as a subcontractor e.g. to a systems integrator, and/or with a buying department's chosen supplier(s) under a Collaboration Agreement.

## **Service Components and Delivery**

GoPro will work with the Customer on their Justice digitalization strategy to identify which of the proposed service components are best suited to gain the right business outcome and success.

As GoPro is providing a standardized Court and Justice Management solution, the configuration process can, depending on Customer complexity, be a very slim process where a series of iterative workshops are utilized to capture the Customer specific requirements, and through gap analysis, identify the work required to configure the Casedoc out-of-the-box standard functionality to the point where the Customer accepts it.

The general rule is that GoPro takes prime responsibility for delivering and onboarding its Cloud Software where practicable and permissible.

GoPro operates a proven collaboration model, with the Company providing a focused and highly specialized team, responsible for delivering some or all of the individual components of the following services specifically associated with the implementation of its Court and Justice Management-based Cloud solutions.

The service experience journey is divided into two phases: the initial phase where we prepare the cloud solution for go-live and start the user onboarding and the ongoing service experience phase where customers choose its service plan and the ongoing collaboration with GoPro.

### **Initial Service Experience phase**

Based on Customer needs and overall digitalization strategy GoPro usually runs several readiness assessments workshops to align the implementation with Customer's business and IT goals.

GoPro's goal is to help the Customer to identify and analyze their needs, and demonstrate how to support new requirements, with new efficient business processes, and how to transfer some or all of their existing IT systems to Casedoc Cloud Solution and thus increase efficiencies and savings.

The readiness assessment output is a map of different case types and use cases with internal and external integration points, data migration plan, change management and re-engineering of processes.

Following readiness assessment workshop the GoPro team works in close collaboration with the customer to configure the Casedoc solution in order to meet the customer's requirements.

Knowledge transfer takes place during these workshops and throughout the configuration phase.



During the workshops customers usually select the ongoing service experience level including the support experience plan.

### **Ongoing Service Experience**

Customers may choose between two different service plans, Standard and Premium, based on their needs.

The standard plan includes 09:00 - 17:00 support hours as well as quarterly check-ins to understand the customer experience, service level and other system health and analytics services.