

Efficiently administer justice

DXC Technology Justice Case
Management 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 cost. Get what your agency needs with the DXC Technology (DXC) Justice Case Management Solution. It addresses your business requirements and more.

Question: What do you need as caseloads get heavier, data more abundant, and interactions more complex?

Answer: A secure, automated system that simplifies case initiation and processing, enables information sharing and tracking, and analyzes data. And it combines with anywhere, anytime, any device access to it all.

DXC Justice Case Management Solution (JCMS) is a truly modernized and easily configurable solution. It facilitates the court's work by streamlining case management.

This DXC solution combines our expert advice, transformation, and management services to help judicial agencies, such as yours, leverage the New Style of Business to modernize legacy justice case management systems to achieve your modernization goals. (See Figure 1.)

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

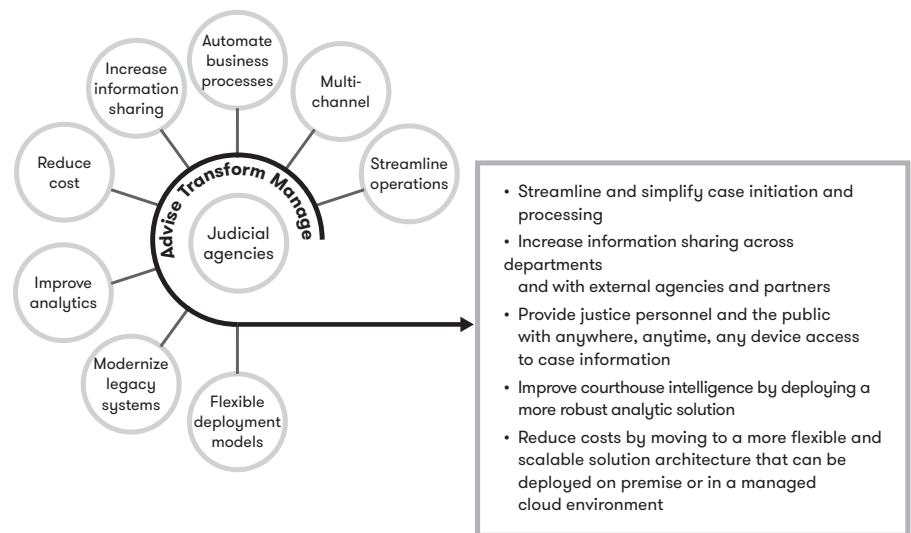


Figure 1. Common business goals for judicial agencies

Get what your agency needs

DXC JCMS is a solution accelerator built on the Microsoft® Dynamics CRM platform. 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.

We took a user-centric approach during solution design. Our goal was to develop a solution that would simplify case management. (See Figure 2).

DXC JCMS delivers a feature-rich, flexible, and user-friendly platform.

Powerful platform

Preconfigured application framework offers rapid deployment and the flexibility to tailor the solution to meet your unique requirements.

Ease of use

Consolidated case management screen enables justice employees to view and manage case data from a single location.

Automation

Predefined workflows automate business processes.

Citizen engagement

A public-facing portal provides constituents with access to the information they need, without waiting in lines or having to visit courthouses or facilities.

Robust analytics

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.

Scheduling

The system supports automated, random, or manual assignments of a case or a court hearing to judicial calendars, courtrooms, or individual judges.

Multichannel interface

The system provides anywhere, anytime access, on PCs, tablets, and smartphones.

Integration

The DXC JCMS framework, built on the Microsoft Dynamics platform, offers multiple options to integrate with other line-of-business applications.

Deployment

The system can be deployed on premise, in a virtual private cloud or in a hybrid cloud, enabling justice agencies to take advantage of subscription or consumption-based pricing.

Skilled resources

As a Microsoft Solution Provider, DXC has the resources with the skills and experience to tackle large, complex projects.

Figure 2. Summary of DXC JCMS features

Learn how it works

The DXC JCMS solution accelerator is preconfigured to include core court case management features and functions. During implementation, it can be extended—through additional configuration—to meet your agency's unique requirements.

This approach combines the benefits of traditional custom development in terms of flexibility and adaptability to support your specific needs, with the reduced risk, shortened implementation timelines and lower price point offered by commercial off-the-shelf (COTS) products. Plus, system changes to introduce new features or to accommodate new laws, policies and regulations can be made through configuration. Most traditional legacy systems require significant time and effort to modify as code changes/development is required. The high level of configurability offered by JCMS reduces this effort offering a lower Total Cost of Ownership (TCO) through sustainment.

With DXC JCMS, you don't have to sacrifice system agility and flexibility to achieve speed to market and a lower price point.

Review its features

Case initiation and processing

All aspects of managing judicial cases are supported, 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

Cases can be managed from this screen. Important case data such as division, case type, case number, initial court date, case participants, case history, cumulative court fees and clearance goal is readily available.

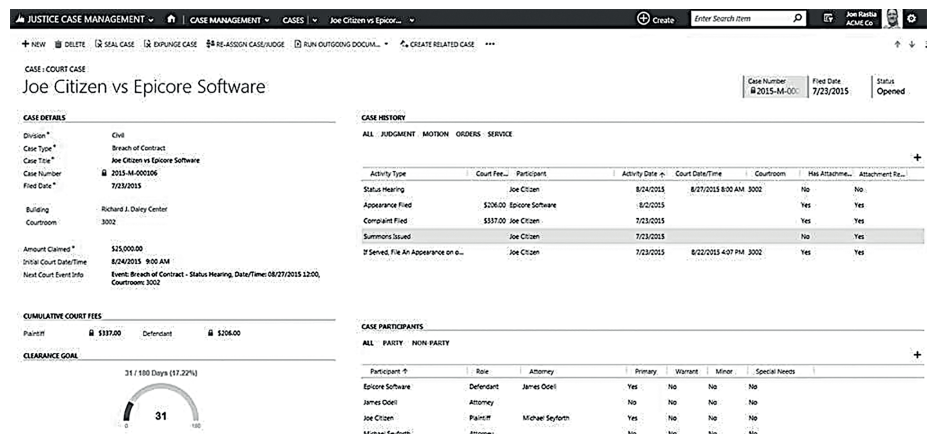
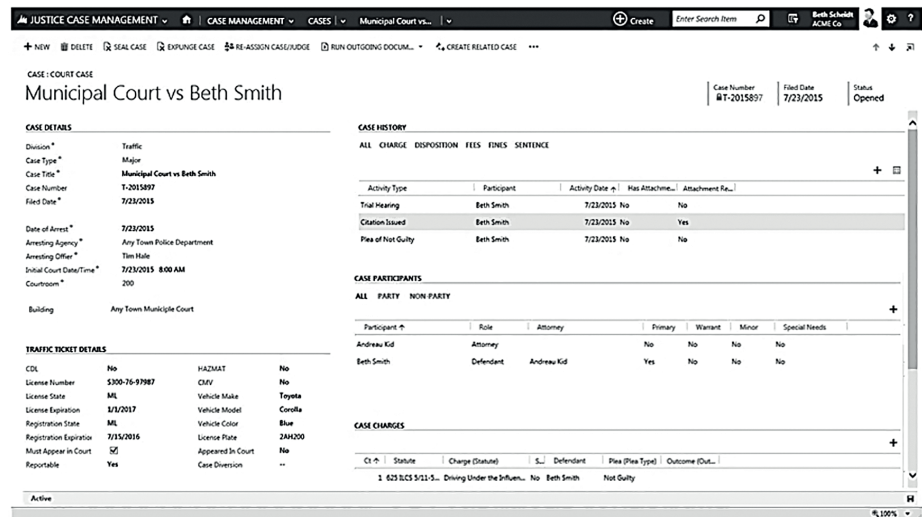


Figure 3. Civil case management screen

Traffic incident details, court date, and case charges are viewable from this screen.



JUSTICE CASE MANAGEMENT | CASE MANAGEMENT | CASES | Municipal Court vs... | Create | Enter Search Item | Beth Smith | ACME Co.

NEW | DELETE | SEAL CASE | EXPUNGE CASE | RE-ASSIGN CASE/JUDGE | RUN OUTGOING DOCUMENT... | CREATE RELATED CASE

CASE : COURT CASE
Municipal Court vs Beth Smith

Case Number: T-2015897 | Filed Date: 7/23/2015 | Status: Opened

CASE DETAILS

Division*: Traffic
Case Type*: Major
Case Title*: Municipal Court vs Beth Smith
Case Number: T-2015897
Filed Date*: 7/23/2015

Date of Arrest*: 7/23/2015
Arresting Agency*: Any Town Police Department
Arresting Officer*: Tim Hale
Initial Court Date/Time*: 7/23/2015 8:00 AM
Courtroom*: 200

Building: Any Town Municipal Court

TRAFFIC TICKET DETAILS

CDL	No	HAZMAT	No
License Number	S300-76-97887	CMV	No
License State	MI	Vehicle Make	Toyota
License Expiration	8/1/2017	Vehicle Model	Corolla
Registration State	MI	Vehicle Color	Blue
Registration Expiration	7/15/2016	License Plate	24H200
Must Appear in Court	SE	Appeared in Court	No
Reportable	Yes	Case Diversion	--

CASE HISTORY

Activity Type	Participant	Activity Date	Has Attachment	Attachment Re...
Trial Hearing	Beth Smith	7/23/2015	No	No
Citation Issued	Beth Smith	7/23/2015	No	Yes
Plea of Not Guilty	Beth Smith	7/23/2015	No	No

CASE PARTICIPANTS

Participant	Role	Attorney	Primary	Warrant	Minor	Special Needs
Andreau Kid	Attorney	No	No	No	No	No
Beth Smith	Defendant	Andreau Kid	Yes	No	No	No

CASE CHARGES

Cl	Statute	Charge (Statute)	S...	Defendant	Plea (Plea Type)	Outcome (Out...
1	625 SCS 5/11-5...	Driving Under the Influm...	No	Beth Smith	Not Guilty	

Active

Figure 4. Traffic case management screen

Easy access to and management of all relevant case information is provided through a single, consolidated case management screen. This includes all relevant case details: case number, case title, division, case type, case participants, court date and location, arrest details, traffic ticket details, charges, fees, case history—including all case activities and 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).

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 DXC JCMS, 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 sealed or expunged with minimal mouse clicks.

150+

Applications modernization
client successes

Workflows

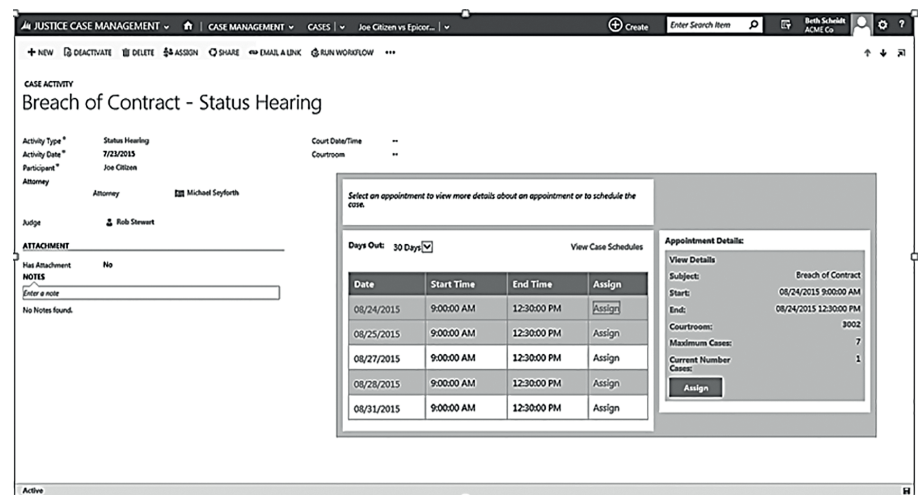
DXC JCMS includes automated business processing capabilities where workflows are automatically triggered when a specified event occurs in the system.

Examples include:

- 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.

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

DXC JCMS automatically calculates the next five available openings on the calendar to schedule a hearing.



JUSTICE CASE MANAGEMENT | CASE MANAGEMENT | CASES | Joe Citizen vs Epicor...

NEW | DEACTIVATE | DELETE | ASSIGN | SHARE | EMAIL & LINK | RUN WORKFLOW

CASE ACTIVITY
Breach of Contract - Status Hearing

Activity Type * Status Hearing
Activity Date * 7/23/2015
Participant * Joe Citizen
Attorney * Michael Snyforth
Judge * Rob Stewart

ATTACHMENT
Has Attachment: No
NOTES
Enter a note
No Notes found.

Appointment Details:
View Details
Subject: Breach of Contract
Start: 08/24/2015 9:00:00 AM
End: 08/24/2015 12:30:00 PM
Courtroom: 3002
Maximum Cases: 7
Current Number Cases: 1
Assign

Date	Start Time	End Time	Assign
08/24/2015	9:00:00 AM	12:30:00 PM	Assign
08/25/2015	9:00:00 AM	12:30:00 PM	Assign
08/27/2015	9:00:00 AM	12:30:00 PM	Assign
08/28/2015	9:00:00 AM	12:30:00 PM	Assign
08/31/2015	9:00:00 AM	12:30:00 PM	Assign

Active

Figure 5. Automated scheduling feature

Scheduling

DXC JCMS 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 is easy to do. 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).

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

Administrative Office Reporting ▾

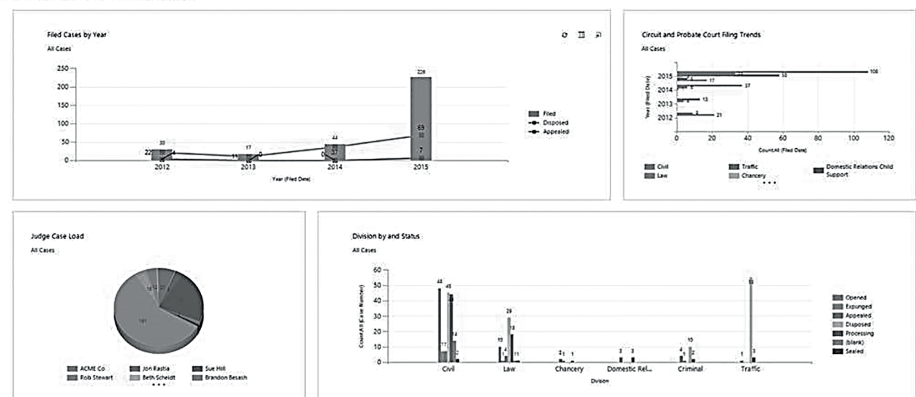


Figure 6. Administrative Office Reporting Dashboard

Dashboards and reports

With DXC JCMS, justice 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 data you need to measure effectiveness and drive productivity in your organization. Users can modify the dashboards and reports—provided out of the box, or create entirely new dashboards to help visualize and interact with their important information in one place.

User interface

Get anywhere, anytime access with DXC JCMS, so work can be performed in the office or remotely over a virtual private network or the public Internet through a secured connection. DXC JCMS can be accessed through a web browser or from the Microsoft Outlook client application. In addition, JCMS can be run from any PC, tablet, or smartphone.

Document management

Access case documents directly from the case record. Native integration with SharePoint provides additional editing and document collaboration from within or outside the application. DXC JCMS also integrates with other leading document management systems, using application program interfaces included out of the box with the Microsoft Dynamics platform.

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. Supervisors can be notified of overdue activities through predefined business rules built into the solution.

Integration framework

Versatile web resources facilitate direct integration of DXC JCMS with other internal judicial systems and external agency systems. Configurable business rules, processes, and workflows convert data from external agencies to case records in the system—whether manually entered, bulk uploaded, or directly integrated.

24

Applications delivery
centers worldwide

Delivers automated processing

Our solution includes automated business processing capabilities where workflows are automatically triggered when a specified event occurs in the system.

Platform features

Security

Get a multilevel, configurable security model, supporting field-, record-, and division-level security with DXC JCMS. It uses 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

Automatically track and log changes made to your data through record- or field-level auditing with DXC JCMS. This lets you analyze a particular record's history, view a summary of everything that has changed, or track when a user accesses the system and specific changes the user made.

Error detection

Data validation rules are built into DXC JCMS. 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 JCMS 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 JCMS framework also enables you to define additional duplicate detection rules.

Bulk update

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

Bar-code scanning

DXC JCMS has been preconfigured to produce bar-coded documents and labels for case jackets.

1000+

Enterprise clients in 75 countries

Extensions and add-on capabilities

Electronic signature and filing

Based on your project's requirements, DXC JCMS can integrate with your existing e-signature and/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

Based on project requirements, DXC JCMS can integrate with an e-payment service, such as DXC Convenience Pay Services, 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 JCMS integrates with Microsoft Dynamics AX.

Review deployment options

DXC supports multiple deployment options. They include on premise, in a DXC Virtual Private Cloud, Microsoft CRM Online, Microsoft Azure or a hybrid cloud. We offer traditional, subscription (Software as a Service), and consumption-based pricing (Business Processing as a Service).

Gain these benefits

Look to DXC JCMS. It's the ideal platform for your business process automation, enabling more efficient case management, court docket management, and scheduling. Point-and-click configuration tools make tailoring the solution easy. And the ease of use, familiarity of the application's look and feel, and fully native integration with Microsoft's business intelligence, collaboration/document management, and Office solutions makes user training and adoption easy.

The DXC JCMS application framework can be easily extended through configuration and customization to meet your agency's unique requirements. Other judicial and courts solutions, built using commercial off-the-shelf (COTS) software, may offer case management and court docket features and business process management capability. They, however, may not be as configurable or flexible to handle the complexity and expected changing business processes. Also, they may not integrate well with enterprise systems/legacy systems or perform modern application functions, such as data visualization.

With the DXC JCMS application framework, client-specific functionality is implemented through configuration to the greatest extent possible. This approach reduces customization efforts and risk, accelerating the creation of a flexible, scalable, upgradeable, and integrated solution. This application framework approach combines the benefits of traditional custom development in terms of flexibility and adaptability to support your specific needs, with the reduced deployment timelines and lower total cost of ownership offered by COTS software products. (See Figure 7.)

Justice agencies realize many benefits from deploying DXC JCMS, including simplified case management, an intuitive user interface, and a flexible solution architecture.

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Accelerates the journey to digital service delivery • Improves the user experience for justice personnel and the public • Simplifies and streamlines case management, scheduling, and reporting • Can be easily integrated with existing systems allowing you to preserve your investment in other technology solutions | <ul style="list-style-type: none"> • Reduces the timeframe and risk required to replace existing legacy case management systems • Agile and flexible platform that is easy to modify as business needs change • Lower TCO than existing legacy systems • Predictable pricing options that allow you to replace CAPEX with OPEX |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Figure 7. Key solution benefits

Gain from our experience

DXC offers advantages that set us apart:

Achieve speed, lower price

With DXC Justice Case Management Solution, you don't have to sacrifice system agility and flexibility to achieve speed to market and a lower price point.

- 50-plus years of applications development experience, more than 50,000 applications professionals, and 1,000-plus enterprise clients in 75 countries
- More than 150 applications modernization client successes
- Proven track record of delivering Microsoft Dynamics solutions—with successful implementations for 75 clients, including 27 in the public sector
- Deep expertise in the Microsoft stack—with 12,500 Microsoft-certified professionals, 500-plus Microsoft Dynamics resources, and more than 2500 .NET developers
- More than 30 year strategic relationship with Microsoft 2013 and 2015 Inner Circle Award winner for Microsoft Dynamics, three-time Presidents Club winner (2012, 2013, and 2015) for Microsoft Dynamics, five-time Global Enterprise Partner of the Year (2000, 2003, 2005, 2007, and 2010), and “EPG Cloud Productivity Partner of the Year” in 2015
- Industrialized delivery system, backed by proven systems development lifecycle (SDLC) methodologies: CMMi L5/L3, ISO 9001:2000, certified for agile
- Geographic breadth and presence across the globe; global delivery footprint with 24 applications delivery centers
- Proven transition and transformation methodology successfully used for more than 1,000 government and commercial clients worldwide

Take the next step

For more information or to schedule a demo, contact your DXC account executive or sales representative.

Learn more at

www.dxc.technology/enterprise_and_cloud_apps

About DXC

DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner alliance combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.