White Paper

Dexik eCOURTeSY: Case Management, Document Management and Workflow in a Single Software Kit

It is no news that government organizations are being pushed to implement electronic information management systems. The reason for that lies not only within improved process effectiveness and enable resource conservation, but to enforce document security and enable better information sharing between the different agencies.

The Judicial System is under undivided attention from both government officials and the public. There are several pressure points to implement the electronic Case and Document Management Systems, like:

1) To improve information sharing between different agencies: attorneys, law enforcement, courts, prosecution office, probation agencies and others.
2) Improve the government funding effectiveness.
3) Necessity to make certain judicial records available for public search.
4) Improve security and auditing capabilities.
5) Decrease basic operations time: case filing, hearings, disposition, etc.

Keeping in mind that going with "less paper documents" ("paperless" is, in fact not the right term) not only allows to save forests, water and electricity, but can be a major contributing factor in saving money in operation costs. The recent studies show that companies spend in average $20 to file a document, while spending $120 to find a misfiled document and $220 to restore a lost document. It is much easier to find a misfiled document, when you have Electronic Case & Document Management System implemented.

If CMS is accompanied with DMS & Workflow System, it's not only makes it easier to find a document that was misfiled, it's also make it very hard to file document incorrectly.

For the judicial systems, lost or misfiled document can not only lead to financial losses, but also to some legal consequences.

Dexik has studied the customer's challenges for the Judicial Case Management implementation and came up with the list to address in our Case Management System, Dexik eCOURTeSY.

When implementing a Judicial Case Management System, customers often have to deal with the following issues or concerns:

- Implementation of multiple systems: in most cases, the solution requires implementing two or even 3 solutions from different vendors: Case Management, Document Management and eFiling. This drives the costs up significantly, requires more implementation time and cases more complexity with updates or upgrades;

- Integration: when implementing several systems, even from vendors who had formed a partnership – the seamless and successful integration is the key-point, which is rarely achieved. Despite any promises made by sales people, there is often a "grey-area" in any integration and sometimes neither of the vendors is ready to accept responsibility for that. This results in higher maintenance costs both internally and externally.

- Rigidness of the solution: most of the solutions on the market are nowhere near being flexible and the customers and their processes will differ. As a result, customer will have to either pay higher maintenance fees for the software or will be responsible to co-pay for customizations.

- Poor Workflow Capabilities: most of the vertical applications for Judicial Case Management Systems serve adequately good to manage Cases, but the workflow capabilities of these systems are usually very poor. In addition, often customers have to work with two systems: Document Management UI and Case Management UI.

How is Dexik prepared to resolve these challenges with Dexik eCOURTeSY?

Dexik eCOURTeSY is an integrated system designed on the innovative Workflow and Document Management Solution, called DexFLOW (Dexik Workflow Solution). If Dexik will be chosen as a CMS vendor, the customer will have single point of contact for all the feature requests, questions or issues. Cost of Dexik eCOURTeSY is much more competitive than costs of stand-alone CMS solutions and already included Document Management System, Workflow System, eFiling, Document and Form Generator, Automatic Document Docketing, Reporting System, Automatic Redaction Module, etc.

The implementation and upgrades for Dexik eCOURTeSY are very simple due to simplified nature of the solution. Typical setup from scratch for court with 100-150 employees will take several days to 2 weeks, significantly lowering the implementation costs.

Dexik eCOURTeSY solution is a very flexible system, for most changes there is no need to later the software, these could be controlled from a visual tool, called Dexik Configuration Manager. Meanwhile, building custom UIs or server functions is simplified to require minimum efforts and to prove that – Dexik is willing to make an implementation a fix bid, even covering the necessary customizations or how we prefer to call these – "enhancements".

Our Document & Form Generation module works with well-know, industry standard formats to setup forms: Microsoft Word, Microsoft Excel, Microsoft InfoPath, Adobe PDF/FDF and several other formats. All of the above makes the process of form building very easy and doesn't require any special skills.

The system also includes fully functional Electronic Document Filing web-based suite, Automatic Docketing Module to recognize and suggest Docket Codes and Case # from any kind of document and variety of different reporting and metrics tools to measure the system productivity.

Since Dexik eCOURTeSY is based on Dexik Workflow Solution it includes full capabilities of this powerful workflow suite and also boasts the integrated desktop application, called Dexik eCOURTeSY Desktop.

Let us brief you a little bit on the Dexik Workflow Solution, the core component of the Dexik eCOURTeSY.

There are several guidelines that we strictly follow when building Dexik Workflow:

- Capture system should be robust and support different ways of automation: OCR, ICR, Full-Text Search, Double-key Indexing, Barcode Recognition and other means to minimize and even prevent operator error.

- Workflow System should include post-verification steps to flag documents that do not match certain criteria. The system should support easy-to-use search capabilities to effectively re-file document if error occurs.

- While system should possess large set of pre-defined processes, adjusting or altering the standard processes per customer's requests should be easy and cost-efficient.

While Dexik Workflow Solution is powerful suite out-of-the-box, it also possesses wide customization capabilities, from custom scriptable "user actions", scriptable automatic script, adjustable forms to implementation of custom modules.

Since the early introduction of electronic document management system in 1990 the market has changed and the suites changed with it. When the market was evolving, a large number of small and medium sized companies were keeping the product competitive at fair price to the customer. Later, the story has changed and now customers are usually heavily overcharged for mediocre products and services. The average industry service rates risen to 250$ per hour and more. At the same time, the solution prices increased 5 to 10 times.

As a result of the pricing changes, it became harder for small and medium-sized organizations to get the ROI (Return of Investment) on the Workflow, Document or Case Management System in considerable amount of time. The longer ROI time means that the organization will probably end-up on the "outdated" software, if they don't want to lose part of their investment.

Dexik's goal is to provide software and solution to wide range of different organizations at fair price. What is fair? The fair price is the price that businesses will be comfortable to pay for high quality service.

When this goal was declared by Dexik, we decided that our only chance to meet this goal is to create the software so powerful and at the same time so flexible – it would be very easy to provide solutions at minimal internal costs. Dexik eCOURTeSY is modern application suite built on the latest technologies provided by the industry leader, Microsoft.

We are open to utilize Java platform too, as our customer is the driver seat.

This brings us to the second point of our discussion: What is better: standardized industry solution or the solution that fits customer's business? What's easier to change people or software?

Organizations are often searching for out-of-the-box solutions, without realizing that it may not be the best fit. Some larger providers on the market often dictate customers their "solutions" that will address common industry challenges, but will not necessarily fit the customer. Later, it is often realized that changing the process to "fit" the proposed solution is very costly, but by that time purchasing decision is already made and customer struggles to "fit" common business schema.

Additionally, the "custom development" is considered to be costly and take longer time than out-of-the-box software.

Despite some common beliefs, it is actually easier to change the software, not the way how people work. People tend to work the certain way, especially when we are talking clerks and other employees that perform routine tasks.

Working on similar tasks day after day requires people to work out a certain "pattern" how they work and changing small things can disrupt their work. This disruption will cause loss of productivity, overall dissatisfaction with the job and with the software performance.

Of course, the software should contain flexibility within to adjust to user requirements and vendor should be willing to go that extra step for their customer, for the reasonable price. Sadly, some vendors try to force "their way" on customer that is true for the way how workflow works, user interface or even the solution ownership.

Dexik is always willing to go an extra step and we believe it is the right and honest thing to do. The customer is entitled to respectful treatment and all the attention possible not just before the deal is signed, but up until the work is completed.

There is a good example for one of the latest business models that is being forced by some industry leading companies is "On-Demand". While is it proven to be a very successful approach for some industries and customers – it is not a universal panacea for the industry. Some customers are more sensitive to their data and the software should fit both "On-Demand", "On-Premises" and "Hosted" business models.

Dexik eCOURTeSY is built in mind to be a good fit for any hosting model. If you are the customer who wants to host the application outside, our solution easily fits this schema with the remote administration, configuration and management tools. If you are the customer that wants to keep the full control of your data, images and process – Dexik eCOURTeSY is still the best fit, saving customers time and money on hardware, software and maintenance expenses. The solution schema is

proven to be extremely effective for both Centralized and Distributed models, when it comes to Document and Information Storaga

Some organizations may be still struggling with another dilemma: it may seem that their process either cannot be better automated or will be too complex to automate. This may be true for off-the-shelf packaged solutions. The large and variable number of project participants, the enormous quantities of information to manage, and the fact that projects must generally be started without complete information, all make the automation of this process uniquely challenging. It is not just a matter of installing and configuring the basic software package.

The automation tools must be integrated into work processes, and the work processes must be fine-tuned to take full advantage of the automation. At the same time, work process changes shouldn't be drastic; it should go as easy evolutional path towards better information management. Sometimes even engaging the software solution provider who has deep industry knowledge and implementation experience may not be enough. The software should be powerful, flexible with multiple integration levels and to gain the substantial benefits of automation, business owners must engage an experienced software supplier as a partner that is ready to listen to their specific needs and challenges and understands the basic rules, like: **every customer is unique** and **customer is always right**.

The Challenges

Most of the organizations are already facing significant, costly process automation challenges. The ones that don't experience such a challenge yet will probably start experiencing these problems in the near future.

AIIM (Association for Information and Image Management) research shows that different type of organizations will handle close to 10 times more information in 2011 compared to 2006, which means that organizations with paper-based processes and archiving will drown in paper. Process automation together with electronic document management (ECM / EDMS / Workflow) will serve the businesses to be prepared for the challenge. The government organization will most probably be among ones handling huge amounts of paper documents.

Going paperless will both help the environment and make an organization more productive with easy, effective and simultaneous access to valuable information from across the organization.

Hardware Costs Increase

For organizations implementing Case Management, Document Management, process automation and increasing overall system performance new hardware purchasing is cost-prohibitive. Powerful hardware is often very expensive; even when the organization needs to purchase several new servers for automation processes. It is not about the hardware itself – searching for the piece that meet organization's

needs best, approval procedure, shipping, installation - all this is a money and time consuming process.

Incomplete Utilization of System Capabilities

Business process automation limitations often lead to the situations when system capabilities are not used to the full extent. For example, some processes are performed only on the server; while tens to hundred of workstations are used only for user tasks. The workstation computers are usually in idle state for half or more time. Have you ever asked yourself: do I have a better way to use these resources?

Software Licensing Cost Increase

Purchasing new hardware for your organization needs and improving overall system performance lead to software licensing cost increase. Similar to issues with purchasing new hardware, increasing software licenses does not deal with new software price only; but with time spent for installation, configuration and troubleshooting. Maintenance of the software is another cost factor.

Low System Tasks Prioritization Capabilities

What process is more important – processing Correspondence or New Loss documents? Is it possible for the system to automatically stop processing low-priority items in order to free the way for higher priority items? The answer can be critical to many process industries.

Software Management Cost Increase

Low prioritization capabilities, inability to use the system to full extent often are the reasons for expanding system administrators' staff. For each process company, with annual task throughput increase the number of human work performed for software administration lead to another cost increase.

Inability to Force Immediate Task Execution

Inability to forbid the user performing other working tasks (such as writing emails, filling in timecards or surfing the Web for personal needs) unless the primary job tasks are completed, often leads to decrease in performance and sometimes missed deadlines or Service Level Agreements.

Existing System Replacement

Most of the organizations that are already using some automation software either purchased or home-grown have worked out a certain pattern how the process goes. The challenge is to replace the existing system and keep the process the same to the extent of customer satisfaction. Most likely, customer would be willing to change some of the

processed, but they won't be able to change the whole thing. The evolution should be progressing at the pace the customer is comfortable with.

<u>Growing Customer Expectations</u>

On one hand the customer is usually not comfortable with changing their current process much, but on the other hand users want to see newer looks and features that they see in other applications they use, like Microsoft Office. Combining existing functions with new features, functions and UI tendencies could be a tricky task, if it hasn't been part of the product design.

<u>Necessity to Implement and Integrate Multiple Software Solutions</u>

As we mentioned before, the big struggle for the organizations is the necessity to implement and integrate together multiple software solutions from different vendors. This is a time consuming task and the integration is usually far from perfect. In addition, the customer will have to deal with compatibility issues between different software versions from different vendors.

<u>Inability to Utilize Own Resources to Comply to New Requirements</u>

Everyone knows that government and other requirements change periodically and sometimes these changes could be of significant matter. Most of the solution providers in the Case Management segment are charging higher maintenance rates or development hours each year to make sure customers solutions will comply with new regulations and requirements. This increases cost of the solution significantly over the years.

<u>Limited Capabilities to Share Information with Other Agencies</u>

Despite the increasing availability of the information, the Sharing is still a big challenge in the world of information. That is especially true, when the information is sensitive and cannot be disclosed to public partly or completely. Different Agencies may have different systems implemented to manage this information and this causes additional difficulties and can even prevent some agencies to work more effectively.

The Ultimate Solution: Dexik eCOURTeSY

Dexik eCOURTeSY helps organizations to overcome the challenges of Case Management, Document Management and, in fact, managing any kind of information, resulting in highly efficient business automation, faster response and better information sharing.

The functions of the Solution be used to integrate with other software or storage solutions, as well as for building complex Multi Client – Multi Server solutions.

Dexik eCOURTeSY is a powerful tool for Case Management, Work Collaboration, Workflow Automation and Document Management. The flexible platform and the latest technology advanced used makes Dexik eCOURTeSY – the ultimate solution for Case Management, Document Management and Workflow Automation for Judicial systems and other industries.

The Benefits

Listing all the benefits of electronic Case Management, Document Management and Workflow Automation could turn this document into an endless list of benefits. This is why we'll only focus on the most obvious ones.

Implement an Effective Integrated CMS & EDMS

Implementing Dexik eCOURTeSY will result a single, most-effective solution in the industry. The IT costs will decrease and effectiveness will increase significantly.

Enable Better Information Sharing

The integration with other systems and other Agencies is as simple as "plug-and-play" with variety of information export and information sharing options provided. Dexik eCOURTeSY is able to utilize most of the different industry information exchange standards with a matter of simple setup.

Adjust to New Requirements and Regulations Faster and Easier

With Dexik eCOURTeSY organizations are able to utilize skills and knowledge of their stuff to manage and improve their solutions. In case if Dexik's experience and knowledge is required – Dexik provides the additional high-quality services for lower rates for the customers with support contract.

Reduce Operation Costs

Implementing Dexik eCOURTeSY will result in lower operation costs both by optimizing the process and by reducing a significant number of hardware and software necessary for business tasks execution. With Dexik eCOURTeSY, there is no need to purchase new costly hardware and software. For the business task of any complexity, there is a solution if have the right people on your side, assisting you.

Improve Process Management

A highly efficient system, like Dexik eCOURTeSY means you have multiple tools at your hands to automate and optimize the process. With various ways to automate (OCR, ICR, E-Mail Management, Barcode Reader, Form Generation, etc.) and validate user's work – the process will be streamlined to new efficiency levels. It is also easier to handle from management and administration standpoint. Automatic tasks prioritization capabilities will not involve human interaction; as a result human error factor is eliminated.

Electronic Form Management

According to recent studies close to 85% of organizations processes heavily depend on different kind of forms, and surprisingly enough most of the forms are still handled on paper. Going paperless with electronic forms will bring immediate result and almost instantly revolutionize your workflow.

Paper Challenges: Storing, Processing, Shredding

The paper documents require proper, permanent storage as well as process setup for the destruction of sensitive information. The companies are handling more and more paper documents and the amount of paper is expected to grow ten times or more within the next 5 years. With the number of privacy and information disposal laws at the federal and state levels has grown exponentially, disposing of the documents becomes a serious issue. Unauthorized access to the document or parts of the document could have serious consequences both legal and commercial. Automatic and Manual Document Redaction, document security and retention policies will greatly assist in the handling this process. While you will still have to decide what to do with the documents when these are digitized, the burden will feel lighter.

Job Prioritization

One of the Dexik eCOURTeSY benefits is the ability to determine the job prioritization and force users to complete primary tasks in the first place before continuing to other secondary work tasks (e-mail, time reports,

etc.). Ultimately, this will result in overall processing performance increase.

<u>Never Lose a Document</u>

Implementing Dexik eCOURTeSY significantly lowers a chance of the document being misplaced. The chances of losing a document are none as soon as the document is digitized. Searching for the document will take seconds, not even minutes.

<u>Improve Satisfaction</u>

An efficient industry operation eliminates unnecessary process management procedures enabling staff to focus on direct tasks. The result is greater job satisfaction and increased productivity for both management staff and processing staff.

Dexik eCOURTeSY: The Edge of Technology

Let us discuss why we believe that Dexik eCOURTeSY is the best choice in Case Management, Workflow Automation and Document Management.

<u>Architecture</u>

Dexik eCOURTeSY architecture provides easy and effective load balancing: when you add another "Agent" (execution engine) the system will automatically know what modules this agent can execute and the workload will be automatically distributed.
Customers have ability to utilize existing server-machines and even workstation machines for executing certain tasks.
All the processing is "server-based", meaning that DB and image repository access are limited to server-server traffic. This allows faster access to the database and image repository and at the same time makes the system more secured.

<u>Extremely Secured System</u>

Dexik eCOURTeSY security cannot be breached for either outside or inside. The users will only see what they are supposed to see by their current security status. Neither the user of the system nor outside hacker has a way to find out where data or images are located.
Dexik eCOURTeSY provider multi-tier security level, starting from HTTPS security for the web-client and continuing with secured traffic. Dexik Dispatcher serves as a "gate" or "firewall" for all the traffic in the system.

Newest Platforms

Dexik eCOURTeSY is built on Microsoft .NET 4.0 and Microsoft Silverlight 4.0 platforms. This combination allows greatly enhancing both visual capabilities of the product and making the solution more expandable with the latest development features provided by Microsoft. In addition, Dexik eCOURTeSY supports both x86 and x64 operating systems natively enabling the customer to use the hardware to full extent.

Flexibility

Analysing requests from the CMS customers helped us understand much more about their business and as a result – foresee and implement multiple enhancements throughout the system. Dexik has been utilizing consultants with the significant experience in the Case Management area to understand what should be done to make system flexible and desirable.

In addition to flexible Form Generations, Report Generation and Automatic Recognition capabilities, Dexik eCOURTeSY has a variety of "expansion slots" and integration points, making this system really unique on the market.

Ease of Use

If customer's process is relatively standard, the standard functions and server scripts should satisfy their needs. All the configuration screens are visual and intuitive, allowing administrators with less experience to navigate through the system without any problems.

However, if process need to be modified from the standard one - the system possesses the ability to perform all the modifications (including UI) at minimal cost.

Manageability

Dexik eCOURTeSY is a user-oriented system and the management of the system is centralized and simple. That was achieved by utilizing several basic concepts:

1) System should have a centralized tool that is able to manage and update configuration and contents of the remote system node.
2) Each of the system components should have the automatic update mechanism, similar to cell self-reproduction cycle.
3) Installation and update packages should have a centralized storage system to prevent version conflicts.
4) System should have an automatic monitoring and error-notification service.

Utilizing these concepts allowed us to build the system that is not only fast and efficient, but easily and efficiently manageable. Despite all the features, the Administrator will only have to use 3 tools:

1) Configuration Manager: all-in-one tool that allows modifying document flow, process flow as well as Case Management functions.
2) Monitor: for monitoring system performance and statistics.
3) Automatic Process Profiler: a special application used for monitoring of automatic processing steps and investigating any issues.

Lower Costs Mean Faster ROI

Dexik eCOURTeSY is a lower cost system, than most of the competitors. Depending on solution, the pricing for licenses could 2-5 times less than other companies on the market, like Tyler, CourtView, Sustain, etc. As software maintenance price is derived from the licenses cost, same applies to maintenance cost.

The reason for the pricing difference is the highly-effective business model, implemented by Dexik. We only employ high-level professionals and keep our staff from expanding without actual needs from our customers. Our employees are smart, responsive, and efficient. Every person possesses unique knowledge in modern technologies and customer processes, allowing same group of employees to serve more customers, providing faster responses and better customer satisfaction.

Most of our calls are answered within several hours and that means problem resolution, not just plain problem registration.

Lower costs and superior software and support quality allow our customers to get their ROI faster, than with other solutions.

The Dexik eCOURTeSY consists of the following basic components:

Dexik eCOURTeSY Server – the set of services and modules that reside on one or more servers and execute all the logical and business tasks of the Case Management, Workflow and Document Management system. This server included CMS Engine, From Generator, Workflow Engine, Security Engine, Content Management, OCR, OCR, FTS, Retention, Barcode Reader, Automatic Redaction and other processes required for effective Case Management and Process Automation.

Dexik Configuration Manager – the application that is used by the Case Management system administrator to setup data structures, workflow process, configure user access and security, manage user-actions and automatic scripts, stamps, electronic forms and other essential components of the solution.

Dexik eCOURTeSY Console – the Windows Forms application, providing user with interfaces to create and manage Cases, manage Dockets, manage work items, generate electronic forms, store & docket documents, search for the docketed items and perform other Case Management tasks.

Dexik eCOURTeSY Web Console – the Silverlight 4.0 application, functionally identical to Dexik eCOURTeSY Console. It provides more flexibility to the organizations that want to deploy web-based platform applications.

Dexik eFileMe Portal – the web-site that allows registered users to file documents electronically, improving filing time and lowering the load on scanning and docketing operations. All the transactions are audited, secured and should be approved by the clerk.

Dexik eAccessMe Portal – the web-site that allows registered users to access certain information and documents that reside in public domain. Automatic Redaction and Document Security capabilities prevent unauthorized access to sensitive information.

Dexik Judge Desktop – the special version of Dexik eCOURTeSY User Console that allows to perform tasks relative to Court Judge operation: Docket Search, Case Search, Document Signing, etc.

The other components used as part of Dexik eCOURTeSY Server are the Dexik Task Agency suite – the distributed processing system that serve as load-balancing, security server and execution engine for the workflow tasks.

For more detailed information on Dexik Workflow Solution, please refer to About eCOURTeSY document.

Conclusion

For organizations seeking for the Case Management, Document Management and Processes Automation no other product delivers the robust and flexible solution capabilities like Dexik eCOURTeSY. With advanced management capabilities, comprehensive monitoring and analysis, high prioritization capabilities, Dexik eCOURTeSY will cut costs, increase overall performance and improve satisfaction.

When considering the Case Management System implementation, please review which of the following benefits pose top priority for your organization: Integrated Case Management, Increased Productivity, Document Networking/Collaboration, Economic Benefits, Environmental Benefits plus Document Security and Loss Prevention.

When shopping for the particular software, it is helpful to answer the following questions:

1) What are our organization needs? What do we wish to achieve?
2) What are the main selection criteria?
3) What is the budget and ROI for the software?
4) Do we want to settle for mediocre software or services at higher price just because it comes with the bigger name?
5) Does "big name" really make the software with same capabilities 2-3 times more expensive?
6) Why wasting money when economy struggles?
7) Why some companies are more effective than others?

Every organization wishes to have a growing, evolving market. By making wise choices, you help the market to become more competitive, leading to higher standards in products and services. Ultimately, by supporting active market – organizations will help themselves in the long run.

If you feel that you are ready to talk about your needs in Case Management, Document Management and Workflow Automation – we are waiting for your call or e-mail. We will help guiding your company to ultimate success.