

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

Need for a Single Solution

It is no news that governmental organizations are being pushed to implement electronic information management systems.

While the Judicial System remains under undivided attention from both government officials and the public, multiple pressure points to implement the Electronic Case and Document Management System state the following goals:

- 1) Improve information sharing among different agencies, such as attorneys, law enforcement, courts, prosecution office, and probation agencies.
- 2) Increase the government funding effectiveness.
- 3) Make certain judicial records available for public search.
- 4) Enhance security and auditing capabilities.
- 5) Decrease time of basic operations, such as case filing, hearings, and disposition.

Going with less paper documents and more electronic files not only saves our forests, water, and electricity, but it also becomes a major contributing factor in saving on operation costs.

Recent studies show that an average company spends \$20 to file a document, \$120 to find a misfiled document, and \$220 to restore a lost document. Resolving these problems becomes much easier and noticeably less expensive with the Electronic Case & Document Management System implemented. If accompanied with the Document Management and Workflow Systems, it becomes very hard to file a document incorrectly at all.

Needless to say, for judicial systems, a lost or misfiled document can cause financial losses and even lead to definite legal consequences.

Dexik had carefully studied customers' challenges for the Judicial Case Management implementation and came up with our Case Management System, Dexik eCOURTeSY.

Issues and Concerns

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

- **Implementation of multiple systems**

In most cases, implementation requires two or even more solutions provided by different vendors: Case Management, Document Management, and eFiling.

Results: Costs are driven up significantly, more time is required for implementation, updates and upgrades become more complex.

- **Integration**

When integrating multiple systems, even from vendors who formed a partnership, seamless and successful integration is the key-point rarely achieved. Despite any promises made by sales people, any integration can lead to a “grey-area” none of the vendors wants to be responsible for.

Results: Higher maintenance costs, both internally and externally.

- **Rigidness of the solution**

Most of the solutions in the market are nowhere near being flexible, while customers and their business processes differ a lot.

Results: A customer has to pay a higher maintenance fee for the software or is forced to co-pay for customization.

- **Poor workflow capabilities**

Many 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' User Interfaces: Document Management and Case Management.

Results: Customers have to deal with limited workflow capabilities and complexity of managing work in two separate systems.

To meet the challenges listed above, Dexik provides a modern and unique solution, **Dexik eCOURTeSY**.

Introducing Dexik eCOURTeSY

Dexik eCOURTeSY is an integrated system based on the innovative workflow and document management solution, DexFLOW.

Dexik eCOURTeSY provides the following privileges to its customers:

- **Single point of contact**
As a CMS vendor, Dexik guarantees its customers a single point of contact for all feature requests, questions, or issues.
- **More functionality for less money**
In terms of costs, Dexik eCOURTeSY is much more competitive comparing to stand-alone CMS solutions; moreover, eCOURTeSY offers uniquely wide functionality provided by multiple included systems, such as Document Management System, Workflow System, eFiling, Document and Form Generator, Automatic Document Docketing, Reporting System, and Automatic Redaction Module.
- **Simple implementation and upgrade**
Dexik eCOURTeSY implementation and upgrades are easy and trouble-free due to the simplified nature of the solution.
For a court of 100-150 employees, typical solution setup from scratch takes up to two weeks, significantly lowering implementation costs.
- **Solution flexibility**
Dexik eCOURTeSY solution is an extremely flexible system.
For most of changes, no software upgrade is required, which is controlled using a visual tool, Dexik Configuration Manager. Meanwhile, building custom UIs or server functions is simplified to require the minimal effort. To prove that, Dexik intends to implement a fix bid covering the necessary customizations and enhancements.
- **Standard formats support**
Our Document & Form Generation module works with well-known industry standard formats for forms setup, including Microsoft Word, Microsoft Excel, Microsoft InfoPath, Adobe PDF/FDF and several other formats. Thus, we ensure a very easy form building process that does not require any special skills.
- **Recognition mechanism**
Dexik eCOURTeSY includes Automatic Docketing Module, a fully functional electronic document filing web-based suite for docket codes and case # recognition in any kind of a document.
- **Reporting and productivity measuring**
Our solution provides a variety of different reporting and metrics tools to measure system productivity.
- **Workflow management and integrated desktop application**
Based on DexFLOW, Dexik eCOURTeSY provides numerous capabilities of this powerful workflow suite. We are also proud of our integrated desktop application, Dexik eCOURTeSY Desktop.

Confronting the Challenges

Nowadays many organizations are facing significant, costly challenge of process automation. Other companies most probably will stand in front of the same problem in the nearest future.

Research conducted by the [Association for Information and Image Management](#) shows that organizations of various types will have to handle up to 10 times more information in 2011 compared to 2006, which means that companies with paper-based processes and archiving will literally drown in paper. Governmental organizations certainly will be among those handling huge amount of paper documents.

Other important challenges that organizations will face are as follows:

- hardware costs increase
- incomplete utilization of system capabilities
- software licensing cost increase
- low system task prioritization capabilities
- software management cost increase
- inability to force immediate task execution
- existing system replacement
- growing customer expectations
- necessity to implement and integrate multiple software solutions
- inability to utilize own resources to comply to new requirements
- limited capabilities to share information with other agencies

To prepare a business for these challenges, process automation stands in, along with electronic document management (ECM / EDMS / Workflow).

Going paperless will make an organization more productive, providing easy, effective, and simultaneous access to valuable information from across multiple company locations.

Consider also the fact that reducing the amount of paper documentation protects the environment.

Dexik is proud to introduce eCOURTeSY, an innovative solution for automated information management.

The Ultimate Solution: Dexik eCOURTeSY

Dexik eCOURTeSY is a powerful tool for case management, work collaboration, workflow automation, and document management.

Dexik eCOURTeSY helps organizations to overcome challenges of case and document management and, in fact, dealing with any kind of information, resulting in highly efficient business automation, faster response, and better information sharing.

The flexible platform and latest technology involved makes Dexik eCOURTeSY an ultimate solution for judicial systems and other industries. Solution functionality can be easily integrated with other software or storage solutions and used for building complex *multi client–multi server* solutions.

Benefits of Using Dexik eCOURTeSY

Dexik eCOURTeSY provides numerous benefits to its customers for electronic case management, document management, and workflow automation.

The following list names key functionality guaranteed by Dexik eCOURTeSY:

- implementation of an effectively integrated CMS & EDMS
- better information sharing
- faster and easier adjustment to new requirements and regulations
- reduced operation costs
- improved process management
- electronic form management
- resolved paper challenges: storing, processing, shredding
- job prioritization
- documents never being lost
- improved staff working environment

Dexik eCOURTeSY: On the Edge of Technology

We believe that Dexik eCOURTeSY is the best choice in case management, workflow automation, and document management. A list of our primary arguments follows.

Architecture

Dexik eCOURTeSY architecture provides easy and effective load balancing: when you add another execution engine, or “agent”, the system already recognizes modules that can be executed by this agent and distributes workload automatically.

Customers can use the existing server machines and even workstation machines to execute the required tasks.

All processing is “server-based”, that is, database and image repository access is limited to the server-server traffic. Thus we achieve faster access to the database and image repository and at the same time, make the system more secured.

Extremely Secured System

Dexik eCOURTeSY security cannot be breached from outside or inside. Users will only see what they are supposed to see, up to their current security status. Neither a system user nor a hacker from outside has a way to find out where data or images are located.

Dexik eCOURTeSY provides a multi-tier security level, from HTTPS security for a web-client and up to secured traffic. Dexik Dispatcher serves as a “gate” or “firewall” for all traffic in the system.

Newest Platforms

Dexik eCOURTeSY is built on the Microsoft .NET and Microsoft Silverlight platforms. This combination greatly enhances visual capabilities of the product and makes the solution expandable with the latest development features provided by Microsoft.

In addition, Dexik eCOURTeSY supports both x86 and x64 operating systems, natively enabling a customer to use hardware to full extent.

Flexibility

Analyzing requests from CMS customers helped us learn their business much better and as a result, foresee and implement multiple enhancements throughout the system.

Dexik involves consultants with significant experience in the case management area to find out how to make our system even more flexible and desirable.

In addition to powerful form generation, report generation, and automatic recognition capabilities, Dexik eCOURTeSY has a variety of “expansion slots” and integration points, making this system really unique in the market.

Ease of Use

If customer process is relatively standard, regular functions and server scripts meet the needs. All configuration settings are visual and intuitively clear, allowing even novice administrators to navigate through the system without any problems.

However, if the process requires modification of a standard edition, the system possesses ability to perform all changes, including UI, at minimal cost.

Manageability

Dexik eCOURTeSY is a user-oriented system, with system management kept centralized and simple by following several basic rules:

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

Considering these concepts enabled us to build a system that is not only fast and well-organized, but it is also easily and efficiently manageable.

With all the wide range of functions provided by Dexik eCOURTeSY, an administrator can successfully proceed with a minimum of three tools:

- 1) **Configuration Manager:** all-in-one tool for modifying document and process flows and executing case management tasks.
- 2) **Monitor:** program for monitoring system performance and statistics.
- 3) **Automatic Process Profiler:** special application for monitoring automatic processing steps and investigating issues.

Lower Costs, Faster ROI

Dexik eCOURTeSY is a lower cost system comparing to the majority of competitors.

Depending on the solution requested, license pricing can be up to five times less than the one proposed by other companies in the market. As long as the software maintenance price is derived from the licenses cost, the same rule of saving applies to the maintenance bills.

As a result, lower costs and superior software and support quality allow our customers to get their return on investment much faster.

Components of Dexik eCOURTeSY

Dexik eCOURTeSY solution consists of the following basic components:

Dexik eCOURTeSY Server

Set of services and modules that resides on one or multiple servers, enabling execution of all logical and business tasks of the case management and workflow and document management system.

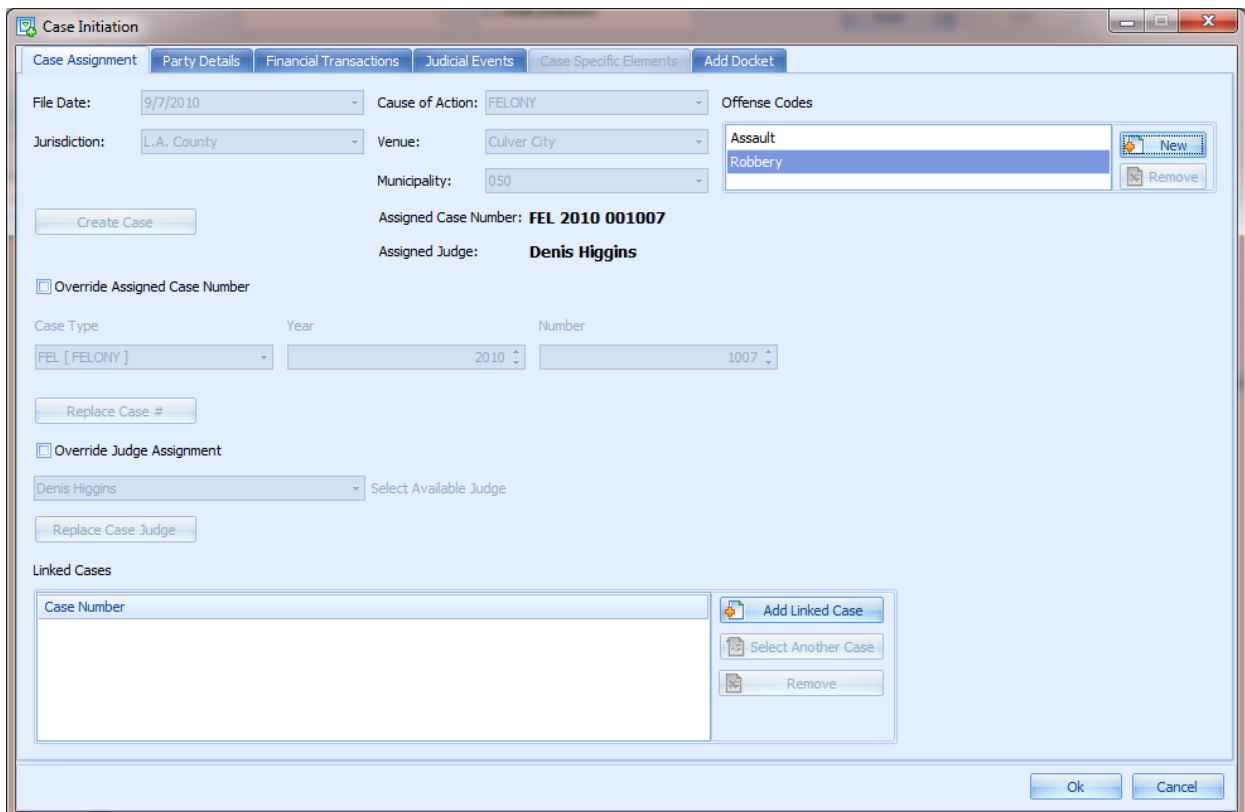
Dexik eCOURTeSY server includes CMS Engine, Form Generator, Workflow Engine, Security Engine, Content Management, OCR, OCR, FTS, Retention, Barcode Reader, Automatic Redaction, and other processes required for effective case management and process automation.

Dexik Configuration Manager

Application used by the case management system administrator to set up data structures and workflow processes, configure user access and security, manage user actions, automatic scripts, stamps, electronic forms, and other essential components of the solution.

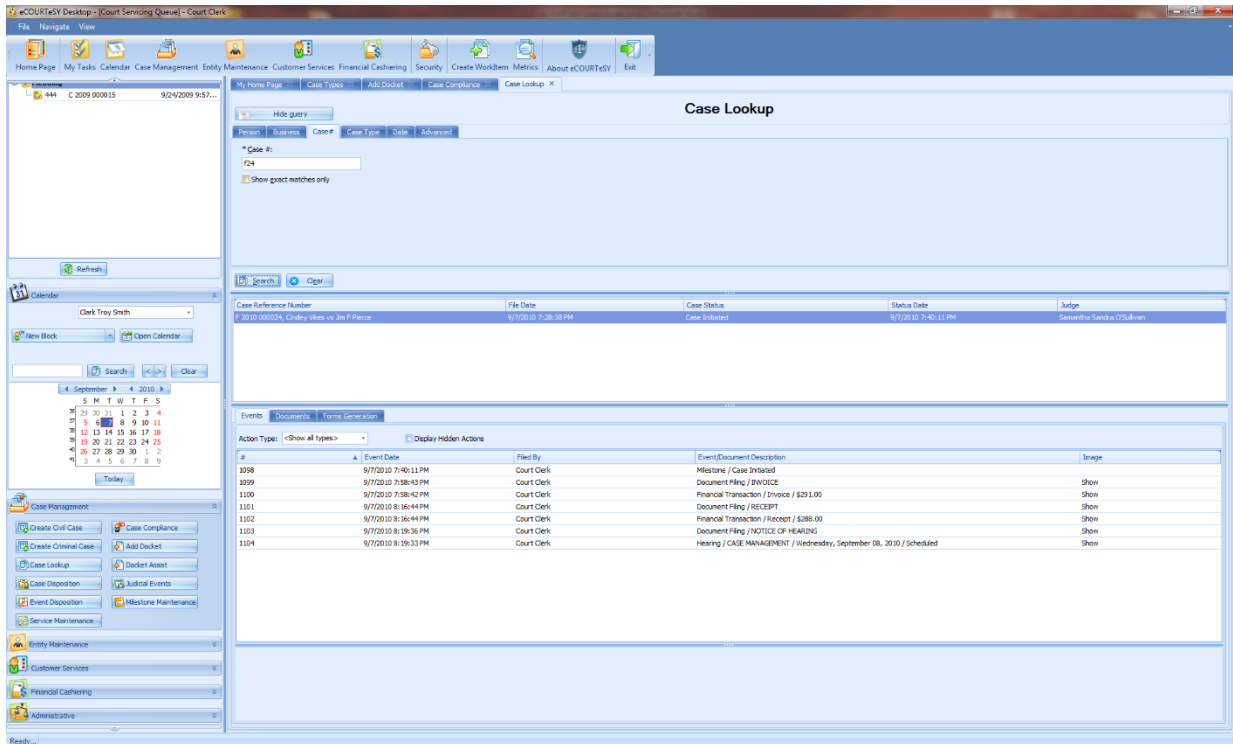
Dexik eCOURTeSY Console

Windows Forms application that provides interfaces to create and manage cases, manage dockets and work items, generate electronic forms, store and docket documents, search for docketed items, and perform other case management tasks.



Case initiation UI

Dexik eCOURTeSY: Judicial Case Management System of the 21st Century



Case Lookup

Hide query

Person Business Case# Case Type Date Advanced

* Case #:
F24

Show exact matches only

Search Clear

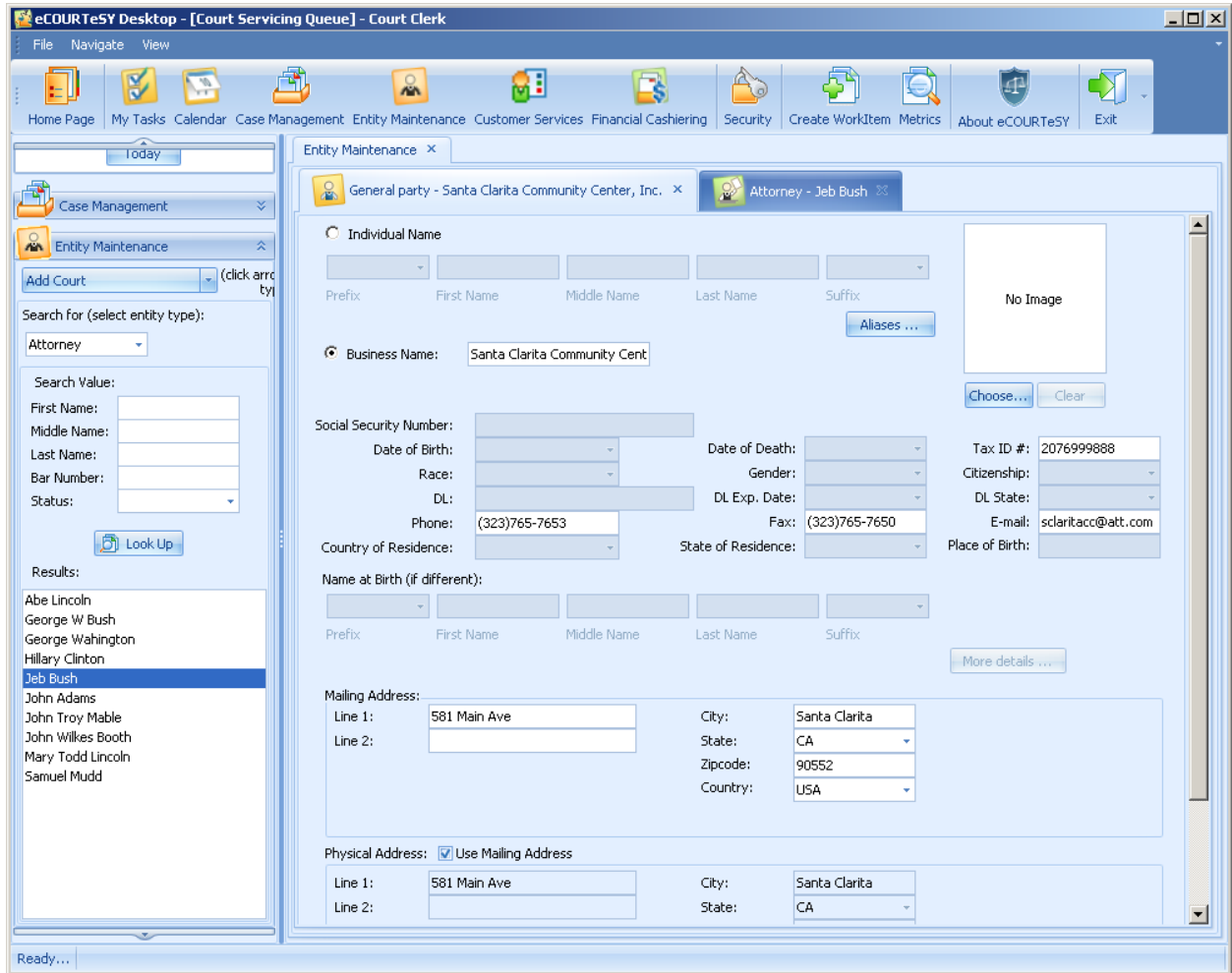
Case Reference Number	File Date	Case Status	Status Date	Judge
F 2010 00024, Cindy Viles vs. Jim P. Pierce	9/7/2010 7:28:38 PM	Case Initiated	9/7/2010 7:40:11 PM	Sawandra Sandra O'Sullivan

Events Documents Forms Generation

Action Type: <Show all types> Display Hidden Actions

#	Event Date	Filed By	Event/Document Description	Image
1098	9/7/2010 7:40:11 PM	Court Clerk	Milestone / Case Initiated	
1100	9/7/2010 7:58:43 PM	Court Clerk	Document Filing / B/WOICE	Show
1101	9/7/2010 8:16:44 PM	Court Clerk	Financial Transaction / Invoice / \$291.00	Show
1102	9/7/2010 8:16:44 PM	Court Clerk	Document Filing / RECEIPT	Show
1103	9/7/2010 8:19:36 PM	Court Clerk	Financial Transaction / Receipt / \$388.00	Show
1104	9/7/2010 8:19:33 PM	Court Clerk	Document Filing / NOTICE OF HEARING	Show
			Hearing / CASE MANAGEMENT / Wednesday, September 08, 2010 / Scheduled	Show

Case lookup UI



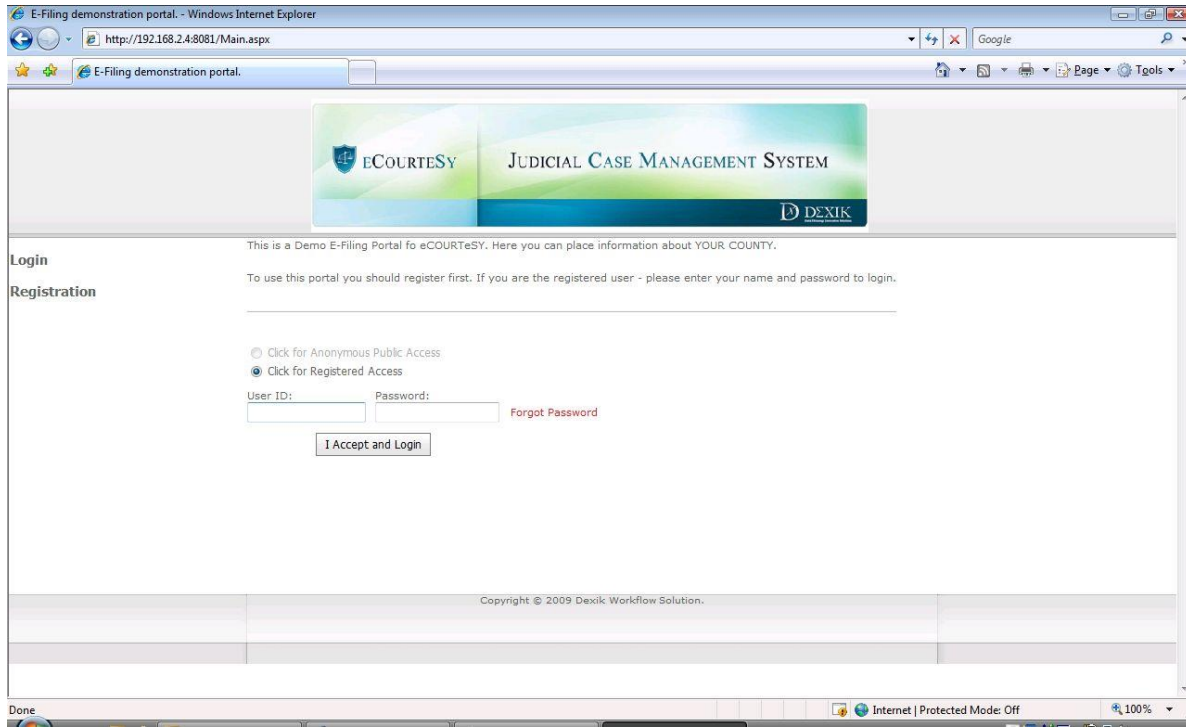
Entity maintenance UI

Dexik eCOURTeSY Web Console

Silverlight application that is functionally identical to Dexik eCOURTeSY Console. It provides more flexibility to the organizations that need to deploy web-based platform applications.

Dexik eFileMe Portal

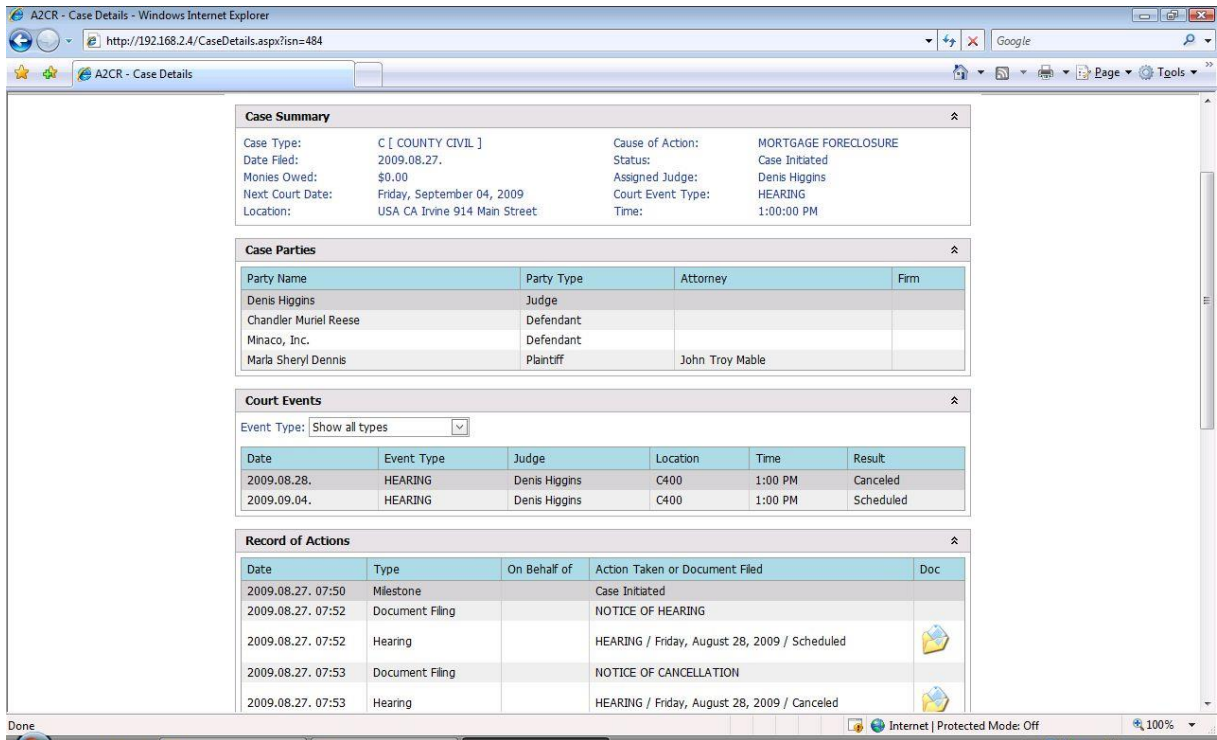
Website where registered users can file documents electronically, thus improving filing time and lowering the load on scanning and docketing operations. All transactions are audited and secured and must be approved by the clerk.



Dexik eFileMe Portal login UI

Dexik eAccessMe Portal

Website where registered users can access information and documents that reside in a public domain. Automatic Redaction and Document Security capabilities prevent unauthorized access to sensitive information.



Dexik eAccessMe Portal UI

Dexik Judge Desktop

Special version of Dexik eCOURTeSY User Console for performing the court judge related tasks, such as docket search, case search, and document signing.



Dexik Judge Desktop UI

DexCloud Service

Distributed processing system on the Dexik eCOURTeSY server side that serves as load balancing solution, security server, and execution engine for workflow tasks.

For more detailed information on eCOURTeSY, please refer to the [About eCOURTeSY](#) document.

Conclusion

For organizations seeking for the case management, document management, and processes automation functionality, no other product delivers the robust and flexible solution capabilities like Dexik eCOURTeSY does.

With its advanced management capabilities, comprehensive monitoring and analysis, and high prioritization capabilities, Dexik eCOURTeSY will cut organization costs, increase overall performance, and improve customer satisfaction.

When considering a case management system implementation, consider which of the following benefits pose top priority for your organization:

- integrated case management
- increased productivity
- document networking/collaboration
- economic benefits
- environmental benefits
- document security and loss prevention

When searching for particular software, answer the following questions:

- What are our organization needs? What do we want to achieve?
- What are the main selection criteria?
- What is the budget and ROI for software?
- Do we want to settle for mediocre software or services at higher price just because it comes with the bigger name?
- Is software with the “big name” really worth paying 2-3 times more for the same functionality?
- Why wasting money when economy struggles?
- Why some companies are more effective than others?

Every organization aims to gain a growing, evolving market. By making wise choices, you help the market to become more competitive, leading to higher standards in products and services. Support the active market and let your organization progress in the long run!

Whenever you are ready to talk about your needs in case management, document management, and workflow automation, we are waiting for your call or email.

We will help guiding your company to ultimate success.