Case Study: Automating the Courts

Background and Challenge

In a large metropolitan U.S. county, more than 2.4 million court cases are filed yearly. The support staff for the County Circuit Court fulfills thousands of active case file requests per month. All of these transactions were handled manually.

The County Circuit Court was tasked with automating its workflow to improve the efficiency and accuracy of their processes. They set out to find a technological solution that enabled them to manage physical and electronic records and the space used to warehouse the county's active case files.

The Solution

The County Circuit Court selected the *InSight* Automated Records Management System, a software package produced by Information Network International, as their main software package. They licensed *InSight's* E-Document Manager module, Portable Barcode Reader Interface feature, and Space Management feature to round out their technology solution. Information Network International was also hired to help with the accurate migration of files, quality assurance, and the creation of an easy-to-use reporting system.

The core features of *InSight* allow the Clerks project team to assign class labels, index records based on metadata values, and lock-down permissions for editing field values. The County Circuit Court was able to increase efficiency by creating field labels and metadata that the staff recognized.

The Circuit Court Docket system pre-populates *InSight's* request queue with the case files that will be needed the following business day. Division Managers can easily add requests for additional case files. Information Network International developed the shelf pull report to enable the records staff to pull case files fast. With it, the staff no longer removes unnecessary files from warehouse shelves and can validate item barcodes against the request queue for accuracy. The use Videx LaserLite portable wands to track case files and their shipping tote locations.

Results

The services and workflows implemented by Information Network International and the County's Circuit Clerk support staff modernized and streamlined customer service. Information Network International was able to provide the technology and services that facilitated the client's vision to improve the management of a court record's life cycle.

Project Highlights

Industry Served:
Government

Project:
Automate fulfillment of active case file requests

Solution:
InSight Software, E-Document Manager, Portable Barcorde Reader Interface, Space Manager, and consulting services

About Information Network International

We build lasting partnerships with customers by working closely with them to identify, understand and resolve their records and information management issues.