



Modernise legacy case management

**DXC Justice Case Management Solution -
accelerator built for Microsoft Dynamics 365**

Efficiently administer justice – case management for judicial agencies

DXC 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.

As case loads get heavier, data more abundant, and interactions more complex, judicial agencies are demanding investment in technology and the modernisation of court complexes. This is required to digitise prosecution processes and IT systems to provide a more efficient, smarter justice system that delivers for the Australian community.

DXC Technology has responded to this demand with DXC Justice Case Management Solution built on Microsoft Dynamics 365 Customer Engagement to deliver a secure, automated system that simplifies case initiation and processing, enables information sharing and tracking, and data analysis. A modern and easily configurable solution, it facilitates court work by streamlining case management.

DXC Justice Case Management Solution combines our DXC's expert advice, transformation, and management services to help judicial agencies to modernise legacy justice case management systems and achieve goals of increased efficiency, improvements in business processes and better access to secure data and case information.



What judicial agencies need

DXC Justice Case Management is a solution accelerator built on the Microsoft Dynamics Customer Engagement 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.

How it works

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

This approach combines the benefits of custom developed features (in terms of flexibility and adaptability to support your specific needs), with the reduced risk, shortened implementation timelines of a Microsoft Dynamics 365 out-of-the-box project.

In addition, by implementing in the cloud, system updates and new features or changes to business processes that accommodate new laws, policies and regulations can be delivered automatically.



Common business goals of judicial agencies

- Streamline and simplify case initiation and processing
- Increase information sharing across departments and with external agencies and partners
- Provide justice personnel and the public with anywhere, anytime and any device access to case information
- Improve courthouse intelligence by deploying a more robust analytic solution
- Reduce costs by moving to a flexible and scalable solution architecture.

Solution overview

Case initiation and processing

DXC Justice Case Management supports all aspects of managing judicial cases:

- 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.

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.

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, 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.



Solution overview

Workflows

DXC Justice Case Management 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 unique business processes and requirements.

Scheduling

DXC Justice Case Management 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.

Dashboard and reporting

With DXC Justice Case Management, 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 agency. Users can modify the dashboards and reports (provided out-of-the-box), or create entirely new dashboards to help visualise and interact with their important information in one place.

Solution overview

User interface

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

Integration framework

Versatile web resources facilitate direct integration of DXC Justice Case Management 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.

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 Justice Case Management 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.



Platform features

Security

Get a multilevel, configurable security model, supporting field-, record-, and division level security with DXC Justice Case Management. 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.

Error detection

Data validation rules are built into DXC Justice Case Management. 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.

Auditing

Automatically track and log changes made to your data through record- or field-level auditing with DXC Justice Case Management. This lets you analyse 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.

Bulk Update

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

Duplicate detection

To maintain your data's integrity, DXC Justice Case Management 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 Justice Case Management framework also enables you to define additional duplicate detection rules.

Bar-code scanning

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

Extensions and add-on capabilities

Electronic signature and filing

Based on your project's requirements, DXC Justice Case Management 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.

Case financials

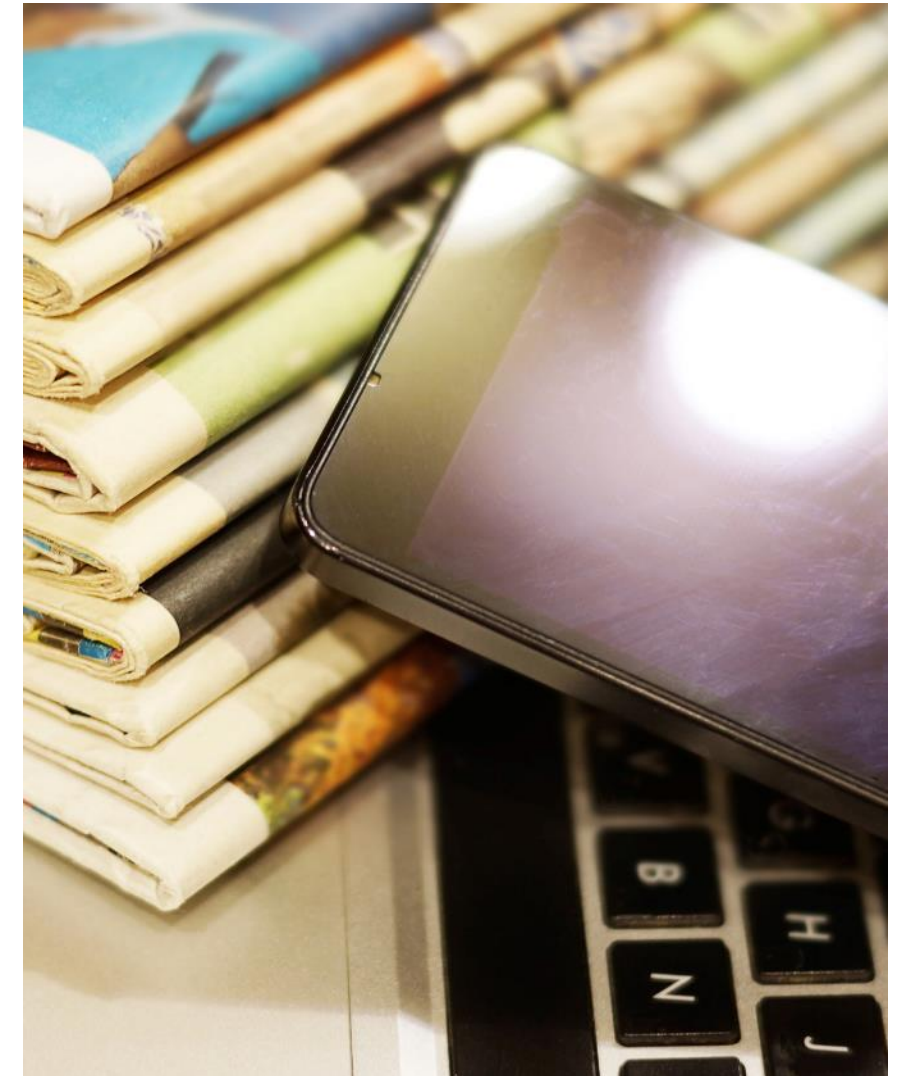
For deployments requiring case financials and general ledger functionality, DXC Justice Case Management integrates with Microsoft Dynamics 365 Finance.

Electronic payment

Based on project requirements, DXC Justice Case Management can integrate with an e-payment service, or with your existing e-payment solution to enable credit card, debit card, and other types of electronic payment processing.

Review deployment options

DXC supports multiple deployment options. These include on premise, 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).



Case study: Simplified case management for prosecutors

CUSTOMER NAME
State government department

LOCATION
Australia

INDUSTRY
Public Sector

DXC SERVICES
Microsoft Dynamics 365 implementation services and unique DXC Smart Government Solution

"We selected DXC as our partner for their strong technical implementation and functional consulting capabilities and ability to link business processes to technology. The DXC team was highly professional, accessible, and disciplined in delivering our outcomes while remaining flexible to our needs."

— Police spokesperson

Business Challenge



- Requirement for a Court Matter Management system to digitise the entire prosecutions process from notice through to court attendance.
- Improvement of business process, increased scheduling efficiency, faster case throughput and reduction of manual data entry.
- Secure storage and access to complex and varied data (such as evidence, witness statements etc)

95%

Criminal cases are prosecuted by Australian Police Prosecutors in each State and this process requires efficient case management

How DXC helped



- Microsoft Dynamics 365 Customer Engagement on Azure combined with the DXC Smart Government Solutions (modular accelerators for Justice and legal management).
- Standardisation of processes and workflow for prosecutions and matter management.
- Delivery of online listing and calendar functionality for efficient planning and scheduling with automated workflow (assignment of cases to judges, scheduling of trial dates and pretrial conferences, updating court-to-case calendar and integration with the judge's private calendar).



Delivery of standardised business processes and workflow for prosecutions and matter management

Business Outcomes



- Replacement of paper with digital has led to significant productivity improvements with better access to core case material, improved reporting, analytics, data security.
- Simultaneous access to relevant case material enabling efficient scheduling and faster case throughput with a reduction in case adjournments.
- Integration with core operational policy system has improved collaboration, saving time and costs associated with law enforcement.



The cloud-based solution has the added benefit of automated software and security updates to ensure the system is always current.

DXC Justice Case Management Solution

A compelling reason for action

DXC Justice Case Management is the ideal platform for business process automation, enabling more efficient case management, court docket management, and scheduling. Point-and-click configuration tools make tailoring the solution easy. The ease of use, familiarity of the application's look and feel, and fully native integration with Microsoft Power Platform for business intelligence, collaboration/document management, and Office 365 solutions makes user training and adoption easy.

The DXC Justice Case Management application framework can be easily extended through configuration to meet your agency's unique requirements. Other judicial and courts solutions 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 deliver on the benefits of the Microsoft Dynamics 365 application features.

With the DXC Justice Case Management application framework, client-specific functionality is implemented through configuration to the greatest extent possible. This approach reduces customisation efforts and risk, accelerating the creation of a flexible, scalable, upgradeable, and integrated solution.

Key Solution Benefits

- 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
- 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 Total Cost of Ownership than legacy systems
- Predictable pricing options to allow you to replace CAPEX with OPEX.

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at www.dxc.com.

For more information visit dxc.com/au/en/practices/microsoft
Contact: AU 1300 660 471

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