

# Stanislaus County Superior Court Adopts ECM/Web Calendar Integration & eForms to Become First Paperless Courtroom



## ORGANIZATION

- › Superior Court of California, County of Stanislaus
- › www.stanct.org

## INDUSTRY

- › Government / Courts

## SOLUTION

- › Judicial Branch Paperless Courtroom

## CHALLENGE

- › Inefficient manual processes for prepping, accessing and storing critical case information
- › Proliferation of paper—running out of storage space
- › EDMS did not allow for the searching of specific documents, was not flexible or extensible
- › Misplaced and incomplete case documents caused delays

## KEY BENEFITS

- › Solution vetted by California AOC
- › Eliminates paper & enables efficient processing of information
- › Simple & easy to use interface
- › Web-based capture technology is easy-to deploy & administer
- › Individual documents are easily searchable
- › Greatly reduces physical storage
- › Replaces manual searches for paper documents or electronic documents buried in large files
- › Web calendar integration provides flexible, intuitive access
- › Electronic forms are complete & legible 100% of the time
- › Technology can be extended to other departments, like HR & Fiscal

WITHIN THE NEW PAPERLESS ENVIRONMENT, CLERKS EASILY SEARCH FOR AND ORGANIZE ELECTRONIC CASE DOCUMENTS FOR JUDGES TO ACCESS ON TABLETS DURING HEARINGS. WHILE IN THE COURTROOM, ELECTRONIC VERSIONS OF FORMS ARE EXECUTED, SIGNED, APPROVED AND FILED.

The Superior Courts of California have trial jurisdiction over all criminal and civil cases, serving nearly 34 million people. There are 58 Superior Courts, one in each county, overseen by the California Administrative Office of the Courts (AOC).

## Scalable Document Management Sought

In search of technology to recommend to Superior Courts, AOC's primary objective was to find scalable options that could streamline paper-based processes, while accommodating increases in volume and the timely deployment of hundreds of new integrated applications. The solution submitted by ImageSource, utilizing ILINX® Capture and IBM FileNet, was selected as an enterprise solution of choice.

This powerful combination of technologies offers a cost-effective path that enables the Superior Courts a robust, scalable and easy-to-use option to automate courtroom processes enterprise-wide.

## Demanding Case Loads are Further Weighed Down by Manual Processes

Stanislaus' standard process, like most courts today, consisted of paper case files, and manual prepping and routing. Case documents were organized by clerks using colored tabs to help judges identify a document type as they flipped through a large file. Forms were filled out by attorneys, pen on paper, in the courtroom.

The sheer volume of cases moving through the court required massive storage. With file cabinets lining hallways, they were running out of space. To ease some storage pains, a document management system was used for closed cases—all documents were scanned as one file and stored in an electronic filing cabinet. Locating a specific document remained a time consuming task.

## Stanislaus Streamlines Capture, Access

Driven by a need to make case document processing more efficient and reduce the frequency of misplaced and incomplete files, Stanislaus Superior Court evaluated the two AOC-recommended solutions. They were particularly impressed with the capture part of the ILINX-IBM combined technologies.

"The ILINX Capture interface was a big selling point," stated Anthony Paradiso, Information Technology Manager. "It's simple and easy to use."



The ImageSource® solution allows Stanislaus to make the paperless courtroom a reality. ILINX Capture ingests content at various information gateways. Paper documents coming in are scanned at stations and indexed by knowledge workers, and electronic files are captured and processed with ILINX Capture. Email, including attachments, can be captured directly from Microsoft Outlook. PDFs coming in from other hubs in the court system are automatically ingested with all metadata attached.

ILINX Capture delivers the content efficiently to the IBM FileNet P8 repository. The web-based solution enables centralized administration and will allow the Courts to easily add users and processes.

## Web Calendar Allows Immediate Access to Digital Case Documents in Courtroom

ImageSource guided the Court's IT department to integrate a web calendar with the FileNet document repository. Now, accurate and comprehensive metadata allows clerks to easily search for and organize documents associated with upcoming cases. If cases are added last minute, documents can quickly be compiled and easily added.

“WE'RE EXTREMELY IMPRESSED BY HOW KNOWLEDGABLE THE IMAGESOURCE PROFESSIONAL SERVICES TEAM IS. I'VE THROWN ANYTHING AND EVERYTHING AT THEM —THEY HAVEN'T DISAPPOINTED.”

— Anthony Paradiso, Superior Court of California, County of Stanislaus: Information Technology Manager

Judges and Commissioners access the web calendar on tablets in the courtroom. Cases can be filtered numerous ways, based on personal preference. Typically, cases may be sorted by call time, then alphabetically. By clicking a case number, all associated documents associated are listed in a pop-up window, with the most recent at the top. Prior to a hearing, Clerks are able to check a box next to documents in the list that are critical to that event, which places those document(s) at the top of the list. If there are multiple defendants in the hearing, the window lists defendants and their associated documents in separate sub-lists.

The same calendar interface allows officials and clerks to check a box next to cases after they have been heard. This information can be accessed by any court employees for a real-time hearing status.

### Child Support Services Adds eForms

Courtroom automation was launched in IV-D, the Department of Child Support Services, where up to 50 cases are being heard daily. ImageSource identified that they could take automation one step further by replacing paper forms with electronic forms, leveraging the tablets and laptops used in the courtroom.

Case documents are made available to attorneys via their personal queue on laptop computers, only for the cases in which they represent a party.

Now, attorneys select an electronic form based on a case's requirement and pre-fill with known information. Entering a case

number automatically triggers a database lookup to populate many of the empty fields. The partially-filled form is held in the attorney queue until court decisions dictate how it should be completed. Attorneys finalize the form utilizing drop-down menus that provide standard verbiage used in particular types of cases, and other time saving tools, such as pop-up calendars. Signature fields are provided, so that all parties can electronically sign forms during the hearing.

Finalized eForms are submitted to the Judge or Commissioner to verify content and sign using a stylus. They are then routed to the clerk to review and signature stamp. Active directory determines the unique stamp for individual clerks, based on their logon. The signed and stamped form is submitted to ILINX Capture workflow, where it is automatically indexed and delivered to both the FileNet repository and an office file system. Simultaneously, a PDF version form is automatically generated and opened in Adobe, from which a Clerk can print copies for all parties involved.

The Courts are now able to generate finalized forms that are 100% complete and 100% legible, in stark contrast from paper forms that were filled out by hand.

### Extending Automation to the Enterprise

With help from ImageSource, the Court's IT department will continue to extend ILINX and IBM enterprise technologies to all courts, including Family Law and Criminal Law.

Family Law operates 4 courts, and processes about 40 cases per day, with an average of 3 minutes spent on each case. Criminal Law has to handle even higher volumes, operating 10 courts with hearings that range from 30 seconds to 1 minute, for about 50 cases daily.

The same enterprise technologies will allow the Court to enable self-service work stations, from which the public can view and print any non-confidential document. The new efficiencies will allow the Court to adapt to growing capacity, as well as repurpose employees to jobs that bring greater value to the organization. In fact, as scan operators get caught up on scanning current case documents, they have been able to shift to scanning back files, providing the same immediate access to past case documents.

## Technology



### ILINX CAPTURE

*Capture Information.  
Any Place, Any Time.*

A flexible, lean and highly adoptable web-based platform, ILINX® Capture empowers anyone in your organization to easily capture information in-process from a desktop, MFP or mobile device. Perfect for ad hoc or transactional activities, ILINX automates the capture of information from both paper and electronic sources, converts it into functional information and delivers a variety of digital formats to the systems that manage your business processes.  
[www.imagesourceinc.com](http://www.imagesourceinc.com)

### ILINX EFORMS

*User-friendly, web-based electronic form software.*

A powerful solution for the creation and deployment of electronic forms, ILINX eForms enables you to easily capture accurate information in-process from a desktop, MFD or mobile device. It provides a complete intuitive user experience including forms design, quick on-site data collection, centralized form and workflow management and extensive back-end system integration.



### IBM FILENET

IBM® FileNet® P8 Platform is a next-generation, unified platform, combining enterprise content management reference architecture with comprehensive business process management and compliance capabilities. FileNet includes a comprehensive set of content and process management business services that can be consumed and deployed in a service-oriented architecture. It also includes multilingual system capabilities for decentralized, federated system architecture.  
[www.ibm.com](http://www.ibm.com)



ImageSource, Inc

360.943.9273 T

360.943.4449 F

[image@imagesourceinc.com](mailto:image@imagesourceinc.com)

[www.imagesourceinc.com](http://www.imagesourceinc.com)

612 Fifth Avenue SW

Olympia, Washington 98501