Court System Case Study

The Massachusetts Court System

The State of Massachusetts Court System maintains case information within a statewide database management system, with the physical documents managed in traditional side-view file folders. Whereas the case management system excels in managing case data, the Courts had difficulties managing record locations, requests, transfers and queuing for Judges, Dockets and Court dates. The State of Massachusetts Court System turned to Systematics, Inc. to implement a records management solution that would integrate with the Java™-based case management system and enhance operational efficiencies.

Problem

Since there was no records management application integrated with the case management system to enable Court staff to track and request records needed for legal proceedings, growing problems developed with accessing and delivering records on a timely basis. *Further, upon receipt of records, staff had no ability to 'transfer' record(s) to themselves or update a computerized database with the current location of folders as they traveled from place-to-place and person-to-person. The court system was expending excessive staff time looking for and managing record requests and disposition.*

Solution

VirtualDoxx Records Management

- A Java™-based records management solution implemented for specific Courts including over 200,000 files, with future plans for full integration with the states case management system for approximately 4,000 users
- Utilizes unique bar code to identify and establish each case folder according to the Docket number issued by the case management system
- Automates nightly "event extractions" from the host case management system keyed to ***session ID*** for populating the records management database, updating/syncing records and logging "events" (required records) by Judge and Court
- Installed on local Linux servers managed by the Administrative Office of the Courts and deployed to unlimited users via browser for requesting records and transferring records to recipients

INDEX
files with efficient color-coding, text and bar codes

IDENTIFY
file locations and status

TRACK
files whenever they move or change hands

FIND
missing files quickly

CONTROL
access to files and retention schedules

SOUTHWEST**SOLUTIONS**GROUP
business organization systems

Court System File Tracking

"Judges rotate among different Court locations and different types of Court cases, so getting files to the right Court and the right Judge and on the right date was a growing problem. Not having a database of physical Records meant that staff did not have a tool to improve upon the inefficiencies experienced by Judicial and Administrative staff. We knew we needed a Records Management solution, but we needed to find an application developed in Java™ and running on Linux, to be consistent with the Administrative Office of the Courts technology infrastructure and the host Case Management System.

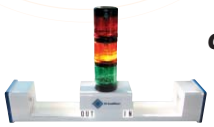
"Virtual Doxx was the perfect solution for us: it's developed with open-source tools, seamlessly integrates with the Case Management System, automates Record Disposition and provides a simple browser-interface to Request and Transfer Records at the front or back-end of processing."

BILL LETENDRE — TEAM LEAD, MASSCOURTS OPERATIONAL SUPPORT
STATE OF MASSACHUSETTS, ADMINISTRATIVE OFFICE OF THE TRIAL COURTS

Mobile-Track

Portable RFID Reader
Finds Files Anywhere

- Just point Reader around an office or at groups of files — it will BEEP if the file is there and guide you right to it.
- Quickly inventory every file in circulation. Automatically update records management system with file status and location.
- Track files to specific cabinets and automate file purges—keep track of what files go in what boxes.



Control-Track

Check In/Check Out Controller

- IN and OUT openings activate RFID sensors — automatically tracks files in and out of filing cabinets.
- No software to operate—the Controller reads and tracks files automatically.
- With the use of RFID-labeled staff ID badges, file transfers are associated with the responsible person.

Office-Track

RFID Tracking Antennas

- Attach RFID antennas to ceiling tiles and around doorways for office-wide file tracking.
- Install on or inside furniture, on shelving sides or any wall or work surface.
- Files entering offices are read by the RFID antennas and the software is updated with current file locations.

Portal-Track

RFID Choke-Point "Read Zones"
for Passive File Tracking

- Portals positioned next to doorways track files without human effort, whenever files pass through the door.
- Portals can be installed at any 'choke point' in a facility where real-time file tracking is desired: who, what, where, and when.
- Lights and sound can alert staff to unauthorized file removal.

"All-in-One" Labels

Visual and Efficient Filing
with Color, Custom Text,
Bar Code and RFID

- Labels have RFID transmitters built-in. When scanned by a radio wave Reader, the label transmits its ID information.
- Labels are color-coded as a visual guide to file identification — go right to the section you want. Misfiled folders are easily identified.
- Printing All-in-One labels is fast and easy on any standard office color ink jet printer, and are less expensive than other RFID labels.

Filing System NOW

Complete Filing System
Design and Implementation

- With VirtualDoxx file conversion services, you can have a turnkey RFID filing system with no interruption in workflow and an instant boost in productivity.
- VirtualDoxx provides Certified Records Management staff to help design your filing system and oversee project management, ensuring your filing system is optimized and your operational costs are minimized.
- Store more files in less space. Use open-shelf filing cabinets and high-density, rolling filing systems for maximized storage capacity and efficient filing.