



US Courts Automate Paper Forms and Decrease Case Processing Time and Costs

The staff of the US Courts manages the complex operations which keep the wheels of justice moving. Those duties include maintaining court records, providing case information, explaining and publicizing court procedures, providing courtroom and case management support, and administratively supporting the Court. Those duties also involve a great deal of data collected on paper, which the team has traditionally had to re-enter into case management systems. Since deploying Capturx, they've dramatically streamlined the case processing.

Challenge

The US Courts processes millions of cases each month which require accurate and timely data collection and sharing among multiple agencies. Collaborating agencies are required to complete a series of forms for each case that are incorporated into reports used by judges to make rulings. Court officers frequently collect case information on paper both inside and outside of the court. Many interviews, for example, occur in correctional facilities, holding centers, and prisons which prohibit the carrying of mobile computers.

When court appointed field staff return to the office, they manually enter the data into their automated case tracking system. The data entry process is time consuming, with officers entering as many as 20 to 30 sets of multipage forms per day. In addition to the heavy administrative workload for officers, the data entry process also creates bottlenecks which can interfere with tightly scheduled hearings. Some hearings must occur within days of cases being opened. The data must be collected, processed, and incorporated into reports well before hearings.

The US Courts set out to find a way to speed up the processing and sharing of the data collected on paper while also continuing the simplicity, standard practice, and safety of using paper forms in the field.

Solution

The US Courts selected Capturx for SharePoint Server to improve case processing time and automates essential Court information. Capturx software enables agencies to collect information on paper forms using digital pens, which record the data as it's written and integrates it automatically back into Microsoft SharePoint Server for immediate sharing, reporting, and workflow automation.

Summary

Customer: US Courts

Challenge: Timely access to data collected on paper that creates expensive scanning and data entry.

Solution: Capturx for SharePoint Server to digitize data as it's written and integrated into Microsoft SharePoint Server for immediate sharing, reporting, and workflow automation.

Results: Capturx speeds up workflows while reducing operational costs and risks from poor documentation.

Court professionals simply use their existing set of Court forms, which have been enabled for use with a digital pen using Capturx for SharePoint Server. The forms are printed using office printers on ordinary paper. Capturx creates a digital watermark for each form enabling it to be tracked by a digital pen. As information is written with the digital pen, normal ink is written on paper as the information is also recorded and stored on the pen.

Once the court forms are completed, staff members simply connect their digital pens to their PCs or send the data wirelessly through Bluetooth and get immediate access to the collected information in Microsoft SharePoint. Court staff are able to access digital scans of the original handwriting and the converted digital text into SharePoint before the data is accepted into their automated case tracking system.

Benefits

Improve efficiency of pre-trial procedures

With Capturx, the US Court staff members no longer have to transcribe all of the information from paper. Court professionals can eliminate this administrative time and focus on their core tasks. At the same time, the immediate access to data makes it significantly easier to meet court-mandated time-lines.

Faster access to more accurate info helps courts speed shared business processes

Once the information is collected with Capturx, it can be made immediately available to all collaborating agencies through servers running Microsoft Office applications. The teams have access to the original handwriting, signatures, and converted data which can integrate directly into the case management tracking system. Since all agencies have immediate access to data, they can easily standardize paper processes and minimize the chance of information inconsistencies.

Works the way they work

Although the US Courts have revolutionized the speed and efficiency of their information reporting and sharing, they did not have to radically change the tried and true process of collecting data. Teams can continue simply and reliably collecting information on paper forms. The digital pen is durable, easy to carry, and meets the safety requirement of use in correctional facilities. Unlike mobile computers, Capturx requires little training, support, or learning of complex new software. In addition to immediately creating shareable digital data, Capturx can also create PDF copies of each individual form for archiving that is searchable on servers– as well as paper backup copies of everything that is collected.