

EnhancedAlliance

The business technology ecosystem

Factsheet

Enterprise Content Management for e-Justice and Case Management

In theory, justice should be a constant – independent of market forces. Some trials are finished in a day. Some take months or even years. The important thing is that justice is done. But there is another reality: those who are responsible for the fair and effective operation of judicial process are under constant pressure of time and cost.

Every justice system must meet three objectives:

1. Ensure that all court cases are conducted fairly
2. Comply fully with the laws and processes according to which it operates
3. Operate with the greatest possible efficiency.

In addition, it must achieve all this with complete transparency – seeking to ensure that nobody involved in a case has grounds for objection to the conduct of the trial or hearing.

The Enhanced Alliance e-Justice Case Management solution supports the pursuit of these critical objectives, while looking beyond the boundaries of the individual case.

It enables planning and scheduling of busy caseloads, ensuring that all those people whose involvement is required to conduct a case can be called and coordinated. It also makes it possible to monitor the progress of all active cases so that scheduling can be managed with the greatest degree of accuracy.

And it allows all this to be achieved in coordination with an extended range of professional bodies. These include the police and custodial services, defence and prosecution lawyers, third party service providers – such as translation services – and with the Ministry of Justice itself.

The document explosion

The Enhanced Alliance e-Justice Case Management is underpinned by deep experience of Enterprise Content Management. Our solution ensures that all documentation relating to and generated by a case remains secure and accessible.

This in itself can be a massive challenge using traditional methods. Not only do complex inquiries rely on many thousands or even millions of documents – the nature of documentation is changing too.

Phone records and recordings; video evidence from phones and CCTV; content from social network sites, texts and e-mail – the courts now need to manage all of this – in addition to the traditional truckloads of paper documentation.

Quality of reporting

Finally, every action, every case and every decision must be clearly and accurately recorded and reported. Not only must the record of every civil and criminal case be meticulously maintained, but the overall activity and performance of the courts at both local and national level must be transparent and available.

Few professions need to deal with this degree of complexity – or indeed to carry such a high degree of responsibility. Our case management solution is designed, tested and delivered to respond fully to these important challenges.

The promise of e-Justice

The promise of e-justice is compelling. Using the power of contemporary communications and data management, justice systems can now be equipped not only to operate with greater efficiency and transparency. They can also adopt the means to ensure that they are fully prepared to handle the changes which the digital age has made to the lives of litigants, defendants and victims of crime.

The **Enhanced Alliance** streamlines and optimizes your access to the combined technologies, services and expertise of its four founding members.

Our e-Justice Case Management solution:

1. Will enable you to accelerate the justice process – safely
2. Reduces cost and waste
3. Provides exceptional transparency
4. Applies big data techniques to enhance discovery and analysis
5. Is ready for immediate trial and adoption
6. Has been designed and built together with justice professionals
7. Is easily configured according to local law and language.

Differences and Similarities

Every time you cross a national border, the justice system changes. Even within regions which share much in terms of common legislation, such as the EU, judicial practice remains distinct from country to country.

This is reflected worldwide: in the USA, for example, similar differences exist between state and federal systems.

Such differences have often been a barrier to shared approaches to e-justice: the cost and complexity of developing closed local systems has been a clear inhibitor to new e-justice practices.

The Enhanced Alliance has started by identifying similarities, and then asking how to make it easy to tune for difference. This has been strongly influenced by EU e-justice initiatives.

Even if the details differ, all justice systems have two important elements in common:

All are case-based	Every judicial system follows a set sequence: <ol style="list-style-type: none">1. There is an event – a crime, a dispute or a cause for litigation2. There is a trial or hearing3. Every trial or hearing has a result4. And every result has an outcome.
All have common protagonists	Every judicial system must support some combination of: <ol style="list-style-type: none">1. Judges2. Court administrators3. Defence and prosecution4. Police, custodial services5. Ministry of Justice.

Using a comprehensive library of common templates and workflows, the Enhanced Alliance solution can be rapidly and precisely tuned to fit the process and practice of different local and national judicial practice.

At all times, the solution is founded on the uncompromising demand for transparency and security.

The start of a journey

We are at the very start of the transition to e-justice. Although judges often have a reputation for conservatism, there are few who do not understand the urgent need to boost efficiency and to make the very best use of finite budgets. Indeed, in this area, judges are already becoming the strongest advocates for change.

The acceptance of electronic documentation in the courts is increasingly common, thanks in part to the ability to validate secure digital signatures.

The gradual shift to e-justice is not simply about converting paper to digital – but about the many implications of that change. In a complex case of financial fraud, for example, the body of evidence may extend to many thousands of complex documents. The objective here is not just to speed access but also to search and sort, to reveal truths which would remain hidden without the power of technology.

As the journey progresses, e-justice will increasingly underpin collaboration and communication between the extended teams responsible for our justice processes. This will become particularly important for those court and Ministry of Justice administrators tasked with the efficient planning and monitoring of dynamic and heavy caseloads.

Tools and technologies

The Enhanced Alliance solution for e-Justice Case Management is built on the EMC XCP Documentum suite of products. These provide the end-to-end workflow and comprehensive document management capabilities required for effective e-Justice Case Management.

Core functions and processes include:

- **Workflow frameworks:** From case activation to final outcome
- **Document templates:** Simply configured for all document types
- **Document capture:** For bulk digitization of source documents
- **Rich media capture:** For ingestion of audio and video files
- **Job assignment:** Case allocation for judges with ongoing tracking
- **Process optimization:** Analysis of case management for continual improvement.

Why talk to the Enhanced Alliance

The Enhanced Alliance is proposing more than a product. Atos has developed and implemented a complete e-Justice Case Management solution as part of the EU e-justice initiative. This real world trial has since generated significant interest.

As experienced business technologists, Atos brings complete analysis, project management and delivery skills to these demanding initiatives.

With its strong local presence in Europe and around the world, Atos is particularly well positioned to ensure that the potential of EMC XCP Documentum is translated into direct value according to the local culture and conditions of its Ministry of Justice clients.

This means, for example, helping our justice clients create the specialist views required by individual members of the judiciary.

Working closely with Ministry of Justice procurement and development teams, the Enhanced Alliance is ready to prepare clear and substantiated ROI forecasts, and to propose the most favorable cost and partnership models. These can range from solution hand-over to Ministry of Justice teams through to full BPO partnership.

Next steps

The Enhanced Alliance e-Justice Case Management solution is ready for hands-on trial and demonstration.

Our team of experts is keen to show you the solution in action. Even more importantly, we want to give you the opportunity to consider how this solution could help you streamline justice without compromise.

For more information, contact: enhanced-alliance@atos.net