

RESULTS



Improved speed to initiate and process court actions.



User-friendly on-and off-line access to court case files.



Time and cost savings in case administration.



Dashboard auditing of case workflow activity.

For More Information:

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U.K. MINISTRY OF JUSTICE

WWW.JUSTICE.GOV.UK

About

Around nine million citizens in the United Kingdom access the Ministry of Justice for services each year, at 900 locations, including 650 courts and tribunals. Her Majesty's Court Services (HMCS), an executive agency of the Ministry of Justice, handles civil, family and criminal courts.

Challenge

Looking to go beyond simply automating their court services, HMCS wanted to integrate an electronic solution that would centralize administrative tasks. A dynamic system had to be developed that would feed into the automated workflows.

Case management is a highly user-driven process. From claimant to judge, there is a variety of touch points involved. Each participant needed access to case documentation, both on-and offline.

Solution

After reviewing this process, 4Point created an interactive Case Reader solution. It was built with Adobe Flash and delivered as an Adobe AIR application.

Now, court documents can be scanned or copied electronically. Users who access the Case Reader can search for relevant case files, and all associated documents. Any further edits, updates and forwarding of files, are simple and intuitive processes, fed directly into the automated workflow.

Available both on-and off-line, case administration at the Ministry of Justice has seen savings in both time and cost. Features such as email prompting make sure that forms are completed on time, and help ensure efficiency in case progression.

The Case Reader AIR application is also a highly effective way to track business activity. With the dashboard displaying real-time operational level statistics, such as task volume, management can ensure a productive workflow and continuously improve access to justice services.