

Enterprise Content Management

CUSTOMER CASE STUDY

Cook County, Illinois

The Customer

- Circuit Court of Cook County Illinois
 - 20 Million court case documents entered into files annually
 - Manages half a billion court records

Customer Goals

- Create and maintain timely, accurate, and complete records of various court cases and documentation
- Provide time sensitive, justice related agendas and information services that help strengthen and enhance public safety
- Disseminate records and information regarding court cases in the justice system that is timely and useful for all citizens

“The Office of the Cook County Clerk of the Circuit Court has improved productivity and reduced paper costs, all while allowing public access and printing of documents. This is a clear step forward for Cook County and its citizens.” *Christian Ryder,*

Vice President of AMCAD.



THE BUSINESS CHALLENGE– Unburden the Office of the Clerk from a paper-driven environment

The Circuit Court of Cook County is the largest of the 22 circuit courts in Illinois; it is also one of the largest unified court systems in the United States, merging Cook County’s 161 courts into one uniform and cohesive court of general jurisdiction with over 2300 employees and 400 judges serving the roughly 6 million residents of Cook County.

The Clerk of the Circuit Court is considered the “official keeper of records” for all matters brought into Cook County Courts. In this capacity, the Office of the Clerk of the Circuit Court of Cook County maintains court records, provides administrative support to the courts and ensures public access to court records and documentation. Court personnel enter nearly 20 million court case documents into court files yearly. Additionally, the Clerk of the Court’s office manages a total of half a billion court records, many of which must be provided in a timely and accurate manner when requested by citizens, attorneys or members of the judiciary.

The current, paper-intensive environment has a number of inherent risks and inefficiencies for the Circuit Court of Cook County. After filing and data entry into the Clerk’s electronic docket system, a typical case document is stored in the specific Division in case jackets that reside on miles and miles of file cabinets spread throughout the various Divisional locations. If a file is required in a different Division or is required in a courtroom as part of a proceeding, the official record is forwarded. If a copy of a filing is needed by a member of the public, the document is taken from the file jacket and a copy is made and handed to the customer. When considering the 2.4 million new case filings every year into the Office of the Clerk, one can understand the need to identify a document management system that can allow:

- Imaged documents to reside in a centralized repository
- High speed scanning
- Integration with existing Office of the Clerk’s systems
- Operational cost savings
- Imaged documents to be printed on demand
- Controls to ensure integrity and accuracy of filings
- Controls that allow electronic document control and security
- Physical records management

The Solution

- Implement Imaging and Document Management System (IDMS)
- Public access terminals
- AiECM- Provides flexibility and scalability

The Results

- Created inexpensive to maintain environment
- Straight forward interface of IDMS
- Delivered complete OnBase solution
 - Comprehensive
 - Integrated
 - Configurable Out Of The Box



“Technology helps us work more efficiently, and document management is a major player in doing so,” said **Dorothy Brown**, Clerk of the Circuit Court of Cook County. “It will enable us to make big changes to citizen service, including a more speedy judicial process. And in the long run, this project will be a main driver toward our vision of completely automated and streamlined operations.”

“What used to be dependent upon the physical movement of paper now will be electronic, with all information and processes centrally kept and handled in the software. It will also enable the court to track and process electronic documents, as well as physical documents and evidence” stated **Bridget Dancy**, CIO.

The Solution

AMCAD, with more than 20 years of document management expertise, has partnered with the Clerk of the Circuit of Cook County to implement the Cook County Imaging and Document Management System (IDMS). This system is the embodiment of document management for the 21st Century. The system is cost effective, easy to use, implement, integrate and maintain and is appropriate for small implementations as well as the largest implementations as what was required for Cook County. No longer is it required for an employee to handle the original filings after initial data entry and ingestion into IDMS. By accessing the Clerk’s docket system, an employee can view case activity and view an associated document with the click of a button. Clerks within courtrooms as well as judges have access to case filings from the central image repository utilizing the simple, straightforward interface of IDMS. To take that even further, the public as a whole can view case documents without having to interact with Clerk’s office employees by using public access terminals that are available in all Divisional filing areas. All documents are on-line and available to anyone with the appropriate access and rights.

AMCAD’s Enterprise Content Management solution, AiECM, contains **AMCAD’s** Integrated Capture System, AiCS, and also leverages the strengths of its ECM partners, including Microsoft and Hyland Software. **AMCAD** positions the proper tools and modules for each project to satisfy all client requirements and provide the highest return on investment (ROI) for our customers. **AMCAD’s** AiCS system provides users with a complete imaging, indexing, and workflow solution that easily integrates to other ECM systems and line of business (LOB) applications. Hyland OnBase and Microsoft SharePoint are industrial strength enterprise class software systems with rich functionality and ease of use. As a complete solution, **AMCAD’s** AiECM, including OnBase and SharePoint, creates a very rapid to deploy and inexpensive to maintain environment. It offers the flexibility and scalability to be deployed first in a single department (or multiple departments at once) and then grow to enterprise scale, without changing the underlying architecture or software.

For the Circuit Court of Cook County, **AMCAD** delivered a complete OnBase solution which is designed to drive high-volume, high value transactional processes. OnBase is a comprehensive, integrated, modular solution with out of the box configurability, and is a perfect fit for the Circuit Court of Cook County. Having a centralized document repository, system integration capabilities, operational cost savings, physical records management features, and intensive document control/security were the key attributes that attracted Cook County to **AMCAD’s** solution, featuring OnBase. The Office of the Clerk of the Circuit Court of Cook County was burdened with manual processes, millions of paper documents, reduced staff, and rising costs. **AMCAD** partnered with Cook County to deliver electronic document management to the nation’s largest unified county court system in an effort to streamline judicial process and provide better citizen service.