

eFiling With eUniversa

CUSTOMER CASE STUDY

State of Florida

FACCSG

The Customer

- State of Florida: Florida Association of Court Clerks Services Group-FACCSG
 - 4th largest state in the US
 - 67 Counties
 - 19 million residents
 - Over 4 million filings per year

Customer Goals

- Have an electronic filing portal that could integrate with 11 different vendors as well as a handful of home-grown solutions.

The Results

- First pilot within 18 months
- Consistent interface with 67 counties
- First live implementation 6 months after pilot

The Solution

- Implement eFiling Portal using AMCAD's eUniversa solution:
 - Web-based
 - Multi-vendor model
 - ECF 4.0 standards based

THE BUSINESS CHALLENGE– Provide an Electronic Filing portal with the capability to allow users a single site to submit court-related documents to the 67 Florida Clerks of the Circuit Court

The State of Florida is the 4th largest (population) state in the United States and consists of 67 Counties. The judicial branch includes the Supreme Court of Florida, five district courts of appeal, 20 circuit courts, and 67 county courts serving the roughly 19 million residents of Florida and the more than 90,000 members of the Florida Bar. The average number of filings per year is well above 4 million.

In 2008, a small number of courts were allowing attorneys to file documents electronically, but the process for submitting to each county was inconsistent and very agonizing for any attorney desiring to file to multiple jurisdictions. Even though standards for the filing of electronic documents existed; many vendors were not leveraging them. The problem continued to compound as new courts began to accept filings electronically and the number of over-the-counter filings increased each year. Courthouses were becoming more crowded and filing turnaround times were rising.

In the State of Florida, 11 different vendors had implemented their Case Management Systems (CMS). A few Counties had home-grown solutions as well. In order to have one electronic filing portal; it would need to integrate with each one of those. Since this had to be done, the State of Florida was looking for a solution with minimal impact on the courts existing process.

The State of Florida needed an electronic filing solution that would be able to provide the following:

- Enable filers to deliver documents to the Clerk's offices without leaving their offices
- Provide a process for the clerks to be able to process the filings and notify filers without the time consuming paper shuffle
- Allow for the filing of documents easier, faster and less expensive for litigants and their attorneys
- Web-based
- Standards Based- ECF 4.0
- High Availability
- High Scalability

The Solution

AMCAD, with more than 5 years of electronic filing expertise, partnered with the Florida Association of Court Clerks Services Group to implement the Florida Courts eFiling Portal (ePortal- <https://www.myflcourtaccess.com>). This solution is a Florida branded version of AMCAD's electronic filing solution (eUniversa) and is the embodiment of electronic filing for the 21st Century. The system is:

- **Cost effective** - Both filers and clerks experience significant cost savings
- **Web-based** - Allows filers to file from anywhere with a browser
- **Standards-based** - Allows for easy integration
- **Simple to use** - Reduces errors and increases throughput
- **Quick to implement** - Adding an additional court can be done in less than a day
- **Easy to integrate** - Offered as a multi-vendor model
- **Easy to maintain** - Configuration values are stored in tables and configuration files

The Results

The Florida Courts eFiling Portal handles the registration process for attorneys. Once registered, attorneys can go to one web site, to file to any of the 67 counties in Florida via a consistent interface. The web based interface allows attorneys to file documents into a new case or to existing cases. Attorneys can see the status of all of their eFilings in a single location as well as see any notification from the courts about those filings. The comprehensive tracking of all transactions virtually removes any reason for them to bring filing in over-the-counter.

The efficiency of both the court and the clerk's office has been improved and clerks are able to process these electronic filings within seconds (not days) as there is no need handle paper-based filings. Clerks can process documents by reviewing them in a queue. The document information is presented on the left and the image on the right of their monitors. The clerks can then correct any errors and then send the filing to be docketed. All of this is now down fewer steps, minimal effort, and in significantly less time.

The integration issue was solved by embracing and adhering to the Electronic Court Filing (ECF) 4.0 industry standard. Using ECF 4.0 standard, AMCAD was able to provide an easy to follow integration kit with sample code to all the Case Management System vendors in Florida. This allowed the vendors to quickly implement the required adapter and the integration goals for the ePortal were accomplished quickly and efficiently.

The State of Florida chose AMCAD because of AMCAD's proven track record in the electronic filing domain. AMCAD was able to show results within 18 months of starting the project by conducting a pilot. The first live implementation was achieved 6 months after the pilot. eUniversa is scalable for small as well as the large implementations similar to the State of Florida deployment as described.



Florida Courts eFiling Portal

www.myflcourtaccess.com

"AMCAD will bring to the Florida Courts E-Filing portal the knowledge it takes to make sure that the Florida's e-filing portal is a premier service, not only for Florida's court system users, but also for the nation. AMCAD has provided the partnership that the Florida Courts E-Filing Authority and the Florida Association of Court Clerks to build the infrastructure that supports the needs of the court system users and the Clerks of the Court who must receive the filings. AMCAD has the technical capabilities and commitment to success that we know are exceptional for the providers of such software services. Though there are challenges that yet remain, we are confident that AMCAD will be of great support in overcoming them as we complete the Florida e-filing project."



Melvin Cox,
Director of
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Florida