



AMCAD Rapid Online Access Method (ROAM) Case Study *Shared Services in Government*

In today's information driven economy it's becoming more and more critical for various IT systems to communicate with each other, not only within an individual department or municipality but also cross departments and municipalities. Unfortunately, with so many IT systems running on different platforms and being built by different vendors, integration projects become daunting tasks that are time consuming, slow to implement, and overly expensive. AMCAD's Rapid Online Access Method (ROAM™) is a robust data retrieval integration solution, powered by Falcon Smart Data Layer™ technology, which provides agencies with the ability to access data across multiple databases and platforms without investing in expensive data warehouse technology.

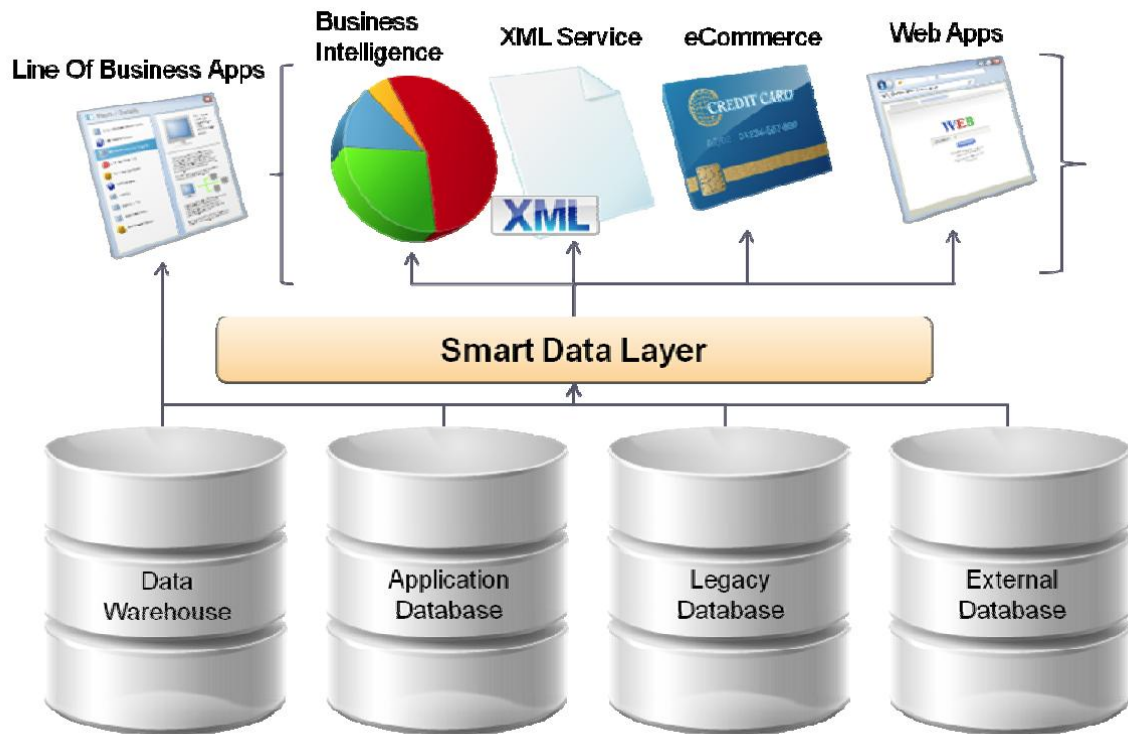
Beginning in December 2009, AMCAD has offered its ROAM solution, allowing Municipalities to use this technological solution to solve their information sharing problems and increase efficiency of their offices. Listed below are just three of AMCAD's customers have partnered with AMCAD to use ROAM to solve the unique challenges they faced.

- **Dallas County TX Clerk's Office:** As the ninth largest county in the Country, Dallas County have over 18 million property records, with annual volumes exceeding 650,000 new records. The Clerk's office faced two challenges: addressing poor data issues that were the result of a number of technological solutions with different indexing standards, and achieving their internal goals of offering property data located in their office and the surrounding Dallas Metropolis in a single, easy to use site. ROAM was implemented to solve these data problems and provide a level of accessibility to property data that had never before been possible.
- **Bexar County TX Justice of the Peace Courts :** Bexar County is the nineteenth most populous county in the Nation, and the fourth largest county in Texas. The Bexar County Justice Community lacked access to Court, Corrections and Probation data making basic justice activities inefficient. Justice information is stored in disparate databases from various platforms including legacy mainframe systems. Utilizing ROAM, access to justice data is transforming the judicial process in the County.
- **Arizona Administrative Office of the Courts:** Under the direction of the State of Arizona Chief Justice, the administrative director and the staff of the Administrative Office of the Courts (AOC) provide the necessary support for the supervision and administration of all 180 state courts. The Information Technology Division (ITD) of the AOC has responsibilities which include providing solutions to challenging information technology problems facing their Arizona Court customers. Their endeavors often lead to automated solutions on a much larger scale because many of their technical programs are developed for delivery across the state. ROAM has been selected to facilitate one such statewide

initiative involving sharing and consolidation of data from all courts for a variety of purposes including generation of statistical reports, data exchange with numerous state agencies, and public access to court data across the state.

Solution Overview

AMCAD's ROAM is a robust off-the-shelf solution that empowers IT departments to easily and efficiently undertake integration projects across multiple departments and municipalities. ROAM allows users to enhance existing line of business applications by providing business intelligence, XML Services, eCommerce and web applications.



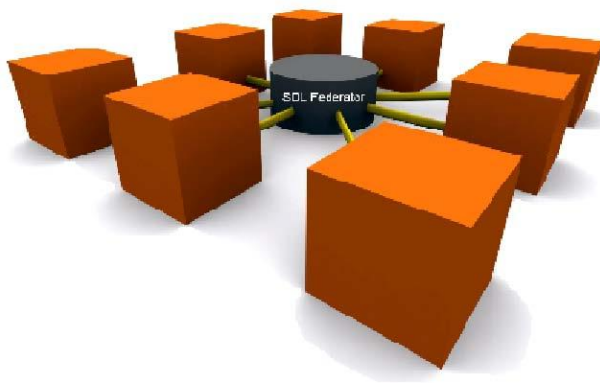
Additional ROAM features include:

- Platform Independent Compatibility
- Rapid Full Text Search Capabilities making data easier to find
- Robust Data Retrieval and Export Functionality, including XML
- Near Real Time Search Results across hundreds of millions of records
- Easy Integration to other Departments WITHOUT relying on vendors
- Multi-Language search support for 37 languages
- Map and Chart Designer
- Enhances enterprise data quality initiatives

At the core of AMCAD’s ROAM solution is Falcon’s Smart Data Layer™ technology, which allows for near instant results, even across databases consisting of hundreds of millions of records. ROAM’s end user interface includes fully administrator configurable web templates based HTML, JavaScript, XML and JavaScript Object Notion (JSON). ROAM’s web interfaces are compatible with all mainstream browsers. In addition, ROAM supports over 80 configurable text, data, language and number algorithms to further enhance its impressive data retrieval capabilities.

ROAMs capabilities enable users to implement solutions such as:

Federated Searches: Data within a municipality is stored in a variety of databases and formats.

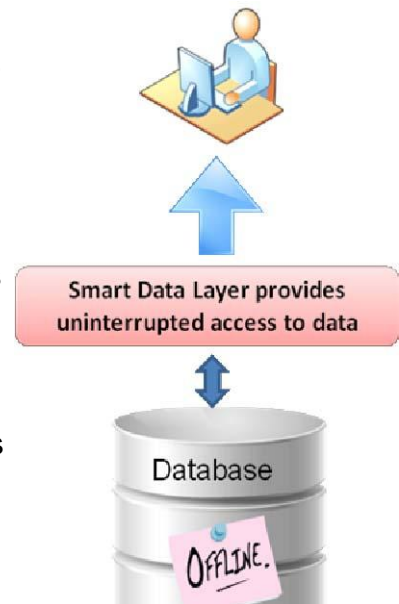


This leads to data fragmentation and information redundancy. ROAM has the ability the ability to search across multiple databases simultaneously, even databases located in different departments or even different municipalities. The ability to pull data from multiple sources on demand allows for more in-depth analysis and provides a richer

user experience. In addition, ability to simultaneously access various systems allows a municipality to leverage their previous investments in legacy systems and reduce conversion costs to migrate to new systems.

Portals: ROAM provides the ability to configure a public access portal allowing the agency to configure different views and access based on security. It can provide public access to all agency databases from one common view improving the ability of the agency to provide information to both its internal staff, as well as its end users.

Data Continuity: ROAM’s proprietary index exists outside of the line of business applications, which allows the searching and reporting capability of these applications to maintain accessibility when the line of business database is offline for routine maintain or in the case of a disaster. ROAM’s index also acts as an additional layer in an Agency’s database recovery plan.



ROAM is compatible with every major browser, operating system, and database on the market including:

✓	Browsers	    
✓	Operating Systems	    
✓	Databases	          

Dallas County TX Clerk’s Office

As the ninth largest county in the Country, Dallas County have over 18 million property records, with annual volumes exceeding 650,000 new records. The Clerk’s office faced two challenges: addressing poor data issues that were the result of a number of technological solutions with different indexing standards, and achieving their internal goals of offering property data located in their office and the surrounding Dallas Metropolis in a single, easy to use site. ROAM was implemented to solve these data problems and provide a level of accessibility to property data that had never before been possible. ROAM’s full text search capability and sub second result performance, even when searching hundreds of millions of records immediately increased the usability across the Clerk’s records repository. ROAM also provided a platform for the clerk to reach out to other Counties within the Dallas Metropolis to allow constituents a single place to search all property records. The Clerk plans to use the application first to provide a single search between Dallas County and one of the biggest suburbs of Dallas, Collin County. He also plans to include data from the Dallas Central Appraisal District (DCAD) allowing constituents of the County to see both property appraisal and recording data side by side.

Bexar County TX Justice of the Peace Courts

The Bexar County Texas Justice of the Peace Courts procured a limited ROAM license for use in concert with AMCAD’s eFiling solution. Once deployed, the County realized the product’s potential for data sharing across justice agencies and jurisdictions.

Warrant Verification

Prior to this project, the Bexar County Law Enforcement Community had no means of warrant verification other than contacting the Justice of the Peace Courts by telephone during business hours. This led too many defendants being released even while they interacted with Law Enforcement. As a component of the AMCAD integrated Case

Management System, ROAM was utilized to create a secure web-based solution to verify Justice of the Peace Courts warrants. Post implementation, County Constables and other members of the Justice Community can verify the validity of a Justice of the Peace warrant in near real time around the clock.

The implementation was an instant success and immediately following the implementation the County began researching other areas that could benefit from ROAM. As a result of ROAM's intuitive administrative interface, Bexar County Integrated Justice Systems (CIJS) Director, Mr. Bryan Roberts, was able adjust the ROAM configuration to access data stored in legacy mainframe systems even before receiving formal training on the product. Mr. Roberts expanded the above mentioned Justice of the Peace warrant verification process, to liberate data stored in thirty year old mainframe systems. Mr. Roberts also indexed mug shot data from the Bexar County Sheriff into the same user interface.

The resulting solution was much more useful to the Justice Community than simply verifying Justice of the Peace Courts warrants. The CIJS Director took AMCAD's warrant verification index and expanded the solution county-wide for all Bexar County justice data.

eTruancy

A component of the AMCAD integrated Case Management System implementation, Bexar County Justice of the Peace Courts Managers instructed AMCAD to design, develop and put into production an eFiling solution for the Truancy caseload. AMCAD did so, and in the process, provided a limited ROAM license to Bexar County. ROAM was used to access Truancy case numbers, case status, hearing dates and other Truancy related case information, and present this information to the disparate Bexar County school districts administrative personnel.

Jail Population Trending

Bexar County CIJS utilized ROAM to index data stored in the legacy mainframe Jail Management System to compile jail population trends. This data was previously unknown to County Justice Administrators, except as stored manually. The CIJS staff was able to perform this configuration without formal training from AMCAD. This solution was enhanced by ROAM's dashboard capability.





Public Access

Bexar County utilized ROAM to provide a web-based portal for the public to gain access to the court data contained in the Justice of the Peace Courts. AMCAD provided this solution as part of implementation of the AMCAD integrated Case Management System for the Justice of the Peace Courts. Originally, this solution was limited to provide access to Justice of the Peace Courts' Case Management System only, but the CIJS staff expanded the solution to index legacy mainframe data for the rest of the Bexar County Justice Community.

Arizona Administrative Office of the Courts

Under the direction of the State of Arizona Chief Justice, the administrative director and the staff of the Administrative Office of the Courts (AOC) provide the necessary support for the supervision and administration of all 180 state courts. The Information Technology Division (ITD) of the AOC has responsibilities which include providing solutions to challenging information technology problems facing their Arizona Court customers. Their endeavors often lead to automated solutions on a much larger scale because many of their technical programs are developed for delivery across the state. ROAM has been selected to facilitate one such statewide initiative involving sharing and consolidation of data from all courts for a variety of purposes including establishment of a Central Case Index (CCI) enabling government and public access to court data across the state, data exchange with numerous state agencies, and generation of standardized statistical reports.

Arizona's 180 courts and numerous agencies currently utilize multiple types of systems predicated on Informix, SQL Server, and other databases. Gathering data from all of these disparate systems to form a CCI has been a critical statewide initiative and ROAM has been selected to accomplish this mission alleviating the need to take on a complicated, expensive, and time consuming database integration effort. With a true CCI, made possible by ROAM, the AOC plans to provide inter-governmental and public access to near real-time court and agency data. ROAM will also be utilized to facilitate the exchange of data between courts and agencies integrating enterprise applications via ROAM's ability to act as a read-only middleware and dynamically stream XML data. ROAM is also being used to generate and validate complex detailed statistical reports per county and across counties. Reports such as case load summary reports, manner of disposition reports, and appeals reports have been represented graphically in ROAM with the ability for users to "drill down" multiple levels into the report to view which cases comprise each statistical figure and what activities have occurred on each case. This ability to consolidate and synthesize statistical data is critical to the AOC Court Services Division who up to the arrival of ROAM have had to create an execute data scripts to extract this information.