

ECM & BPM for Courts and Judicial Organizations

Introduction

Among all government agencies, courts and judicial organizations feel the impact of paper-based record keeping the most. With long retention periods and rapidly increasing volume of cases, archiving paper based documents can go out of control, as paper-based processes consume resources across the enterprise.

Newgen Software's Enterprise Content Management (ECM) and Business Process Management (BPM) together provide a holistic management approach focused on aligning all aspects of courts and judicial organizations. Our solution promotes business effectiveness and efficiency while striving for innovation, flexibility and integration with technology. ECM and BPM attempt to improve processes continuously within enterprises. This helps organizations in achieving process optimization.

Why are ECM and BPM important for courts and judicial organizations?

Today judicial organizations and courts are facing the challenges brought by huge volume of paper records and cases. Given the innate vulnerability in processes and documents, ECM and BPM offer an ideal framework for keeping documents and related information secure from unauthorized viewing and tampering. Together ECM and BPM help in protecting records in cases of disaster alongside improving the efficiency of existing manual processes.

Increasing number of court or judicial cases that are processed and adjudicated in a stipulated time period depend on the important documents which are difficult to preserve effectively. The current judicial organizations don't have efficient systems. Therefore a lot of manual intervention is involved in processing clients' requests. As a result access to legal documents becomes a painful exercise. This has led to a growing need for courts and judicial organizations to implement ECM and BPM solution.

Newgen's Solution for Courts and Judicial Organizations

Using the Enterprise Content Management (ECM) solution integrated with Business Process Management (BPM) capabilities, courts and judicial organizations can optimize cases' outcomes and lower the handling costs. This can be done by optimizing the resources to properly manage case requests and organizational content.



Following are the some of the automation areas:

- Archival and Retrieval of court cases' documents
- Courts E-Memo Processing
- Correspondence/Files Management
- Attorney Case Management
- Court Case Management
- Grievance Management

Benefits

- Preservation and long term archival of documents is ensured through scanning and digitization. This will eliminate or minimize handling of physical documents
- Enhanced accessibility and availability of courts and judicial organizations' records to end users within the courts or organizations' premises through kiosks
- The records will be available through the portal to those who cannot personally visit the courts and judicial organization
- Ready availability of past judgments and cases anytime-anywhere
- Reduction in average turn-around-time (TAT) required for searching and retrieving of documents
- Less movement of courts' physical records and documents
- Enhanced security of documents and assurance of documents' integrity

About Newgen

- Leading Global Provider of Business Process Management (BPM), Enterprise Content Management (ECM) & Customer Communication Management (CCM)
- 1000+ installations across 50 countries
- Solutions for Banking, Insurance, Healthcare, BPO/SSCs, Telecom and Government
- Credited with some of the world's largest implementations
- Innovative culture, consistent R&D investments, 40 patents
- Employee strength 1300+
- Certified for ISO 9001:2008, ISO 27001:2005 and CMMI Level3

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