

SIEBEL FOR COURT CASE MANAGEMENT



Key Functions

- Case Initiation and Indexing
- Docket Management
- Scheduling
- Document processing; e-filing capable
- Calendaring
- Hearings
- Case Closure and Disposition
- Execution- civil
- Compliance functions- criminal
- Interface to Accounting functions
- File, Document Management
- Evidence Management
- Security and Data Integrity
- Audit Capabilities
- Analytical Reports

“The ordinary administration of criminal and civil justice... contributes, more than any other circumstance, to impressing upon the minds of the people affection, esteem, and reverence towards the government.”

- Alexander Hamilton, New York Delegate, *The Federalist*, No. 17

The judicial system represents an institution based upon the ideals of integrity, fairness, and justice for the citizens it serves. However, in the current atmosphere of dwindling budgets and increased service expectations, resources for courts are scarce. Discovering innovative ways to address old and new problems more effectively and efficiently is critical. Improved services, better resolutions, with greater transparency and accountability at all levels of government are increasingly being expected.

Siebel for Court Case Management offers a commercially available product that can be easily configured to meet agency operational requirements. The Siebel product integrates functions and technologies across the entire court enterprise including civil, criminal, traffic, specialized dockets, and other court units, while providing comprehensive analytical capabilities.

Task Based Navigation and Integrated Data Validation

Paperwork and administrative tasks can severely impede the productivity of even the most efficient judicial agency. With Siebel Court Case Management, agencies can automate established business processes and surface these processes to users in an easy-to-use, wizard-like application format. For instance, administrators can automate key tasks directly in the application and tie these tasks directly to established business processes and agency-wide rules. Siebel for Court Case Management provides web service, in person, help desk or call center functionality to provide a better, more positive citizen experience.

Configurable

The Siebel for Court Case Management solution provides a comprehensive “best of breed” set of data capture, business processes and enterprise functionality. Acknowledging that each jurisdiction is different, with unique challenges and requirements, Siebel provides the user with easily configurable and extensible capabilities to allow agencies flexibility in product implementation and deployment.

Automated Workflow

Siebel for Court Case Management provides judicial organizations with comprehensive, configurable workflow capabilities to route input from citizens, attorneys, or court employees to the appropriate responding entity. Case related information submitted to the court can be imported electronically from an existing legacy system, hand entered, or configured to interface with electronic devices. Once the case information or documents have been collected, an automated workflow allows for the review, approval/rejection, and transfer to court information systems of all collected information.

Comprehensive Analytics

Siebel Case Management provides a comprehensive, end-to-end platform capable of analyzing data from multiple disparate sources using configurable, metric-driven, analytical dashboard displays. Siebel for Court Case Management provides an enterprise view of standard and user defined key performance metrics by region, agency, number and type of outcomes.

Siebel for Court Case Management allows for more predictive analytics that

promotes informed insight and decision making, not simply displaying historical trends or perspectives. Robust analytic capabilities provide a means for the court to not only know what is currently being done, but also what should be done.

Key Benefits

- Improved case clearance and sentencing through integrating disparate programs and information systems across regions and departments
- Consistent and enhanced services to citizens with automated workflows and task-based interfaces
- Better, more collaborative environment for multiple users, departments, or agencies to quickly and thoroughly explore each case, documents and associated evidence
- Ability to quickly analyze caseloads, clearance rates, dispositions, and other management reports.
- Effectively turn information technologies from collection and storage to actionable intelligence through comprehensive analytics
- Unparalleled security, scalability, and reliability with a world class, enterprise architecture based on industry standards

Secure Regional Collaboration

Appropriate and well-timed distribution of key information allows court administrators, clerks, and judges to act rapidly, effectively, and consistently, leading to improved closure rates and better resolutions. By making court case data and records available as part of a secure framework, Siebel for Court Case Management enables multiple individuals to work on a case simultaneously, access related case information and improve productivity. In this respect, the Siebel solution enables organizations to fully leverage resources and capabilities in managing cases across offices, locations and teams.

Industry Standard Architecture

The Siebel for Court Case Management product was developed using industry best practices for enterprise architecture and software development methodology. As a result, it has the same globally recognized enterprise level security, scalability, and reliability features that Oracle is known for. Siebel for Court Case Management is National Information Exchange Model capable and leverages XML protocols for the seamless exchange of information. Consistent with U.S. Department of Justice and public safety guidance, Siebel for Court Case Management incorporates and leverages Services Oriented Architecture where appropriate.

The Siebel Advantage

Siebel for Court Case Management provides judicial agencies with an automated workflow that provides enhanced services to citizens and businesses in a more cost effective manner and manages, tracks, and integrates information to more effectively support critical decisions and deployment of scarce resources.

Siebel for Court Case Management uses a rules engine to automate business processes that is powerful, flexible, and feature rich. This rules engine allows the agency to quickly deploy the Siebel system while maintaining their existing business processes. If business process change is identified, the rules engine can be quickly configured to meet these new requirements.

Real time analysis of information provides judicial executives with the information they need in near real-time to better determine the effectiveness of current or projected resource deployment and program effectiveness.

Siebel for Court Case Management is non-legacy system dependent so that agencies deploying the Siebel for Court Case Management application do not have to rip and replace their existing systems, preserving the investments already made, yet providing enhanced capabilities. While the Siebel system is highly configurable, it is in fact a true industry standards based product, fully supported by Oracle.

CONTACT US

To learn more, call +1.800.ORACLE1 to speak to an Oracle representative or visit oracle.com/industries/government

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