link
Development

Toward a Digitally Productive Justice

How to Transform from Traditional to Digital Justice?

Whitepaper

Introduction

Traditional judiciary systems are challenged by the population's continuous growth and the subsequent increases in cases' volume to handle. Risks compound with the high costs incurred by paper-based operations and the difficulty of managing an abundance of data.

Frustrations of today's digital people increase, especially when dealing with manual and semi-digital systems. Lengthy legal processes, slow case results and repeat physical visits to courthouses constitute a burden for judges, attorneys, plaintiffs, defendants and personnel.

Digital Justice: a Luxury?

Absence of digitalized judiciary systems and automated legal case management practices puts governments and societies once again at the risk of abrupt operational pauses and delays, similar to those the globe has witnessed when COVID-19 hit. Accelerating the shift into digital justice is now at the heart of national digital strategies and a central mandate.

The Digital Shift: Important Tips!

Whether you are working to resolve disputes and carrying out the administration of justice in civil, criminal, administrative, or specialized courts, the time for transformation is now.

From a technology perspective, when embarking on your digital transformation journey, settle on your new digital justice platform and its underlying technology.

Make sure to prioritize your selection to pick a technology that is scalable, extendable and secure. Choose a proven digital justice platform with built-in features that can make your shift successful.

Decide on a technology provider or a software development company with top expertise, capacities and business know-how to deliver the new platform.

As no two judicial systems are the same, and with the complexities of interlaced cross-court procedures, the technology partner should be able to provide consultancy, customizations, innovations integrations, and support needed to make your journey successful.

Meanwhile, from a business perspective, get ready with your As-Is situation, including your complete judicial and court structure, administrative processes, legal case filing procedures, the digitalized parts of your processes that are managed by legacy systems and everything else.

Lay down your To-Be scenarios, your new business requirements and objectives, so you would have a clear picture of where to head next.

Digital Justice Platforms: The Must-Have Features

Reliable digital justice platforms are built with core features and functions that, together, drive proper automation and successful transformation of courts and case management systems. They guarantee that judges, clerks, attorneys, plaintiffs, defendants, and staff can work in a streamlined, intelligent way that is easy to monitor and control. Here is an assembly of features to watch for in hunt for a digital platform.

Digitalize the Judiciary Ecosystem

Define all judiciary levels, including courts, circuits, case types, judges, staff, participates, working hours, court calendars, verdict types, appeals, associated charges and costs, and more through a powerful back-end. Configure the organizational structure and hierarchy, and assign permissions.

Ensure Fair Caseload Scheduling and Distribution

Enable automated, random, and manual assignments of a case in accordance with the judicial calendar and required fairness rules.

Roll Out New eServices

Easily add and automate new processes and eServices using a platform that can be scaled in a short window of time.

Improve Services with Chatbots

Enable judiciary stakeholders to use an AI-driven chatbot to get answers for questions and fulfill other requests through the portal for increased satisfaction.

Automate Case Management

Create intelligent workflows that cover case lifecycle across your court ecosystem, from initiation, through proceedings to closure, no matter how interlocked they are. This includes filing new cases, fast-tracking cases, assigning cases to judges, routing cases to the right personnel, and transfers for appeals or other circuits or courts. It also includes adding case charges/fees, findings, dispositions, orders, sentences and more.

Provide Public Access to Justice

Boost the efficiency, speed and access to justice. Launch a public portal with a secure anywhere, anytime, and any device access to case information and services. Enable stakeholders to register themselves, e-file cases, attach documents, get copies of sentences, follow-up on cases, file complaints and more. No need for waiting in lines or having to visit courthouses.

Secure System Access

Assign roles and responsibilities, set authentication rules, and ensure only authorized people have access to relevant functions.

Build Complete Case Records

Create comprehensive case records with details including intelligent numbering, title, type, participants, date and location, claims, charges, fees, verdict, history and more. Ensure only authorized people have access to case data.

Enable Remote Work

Enable authorized staff and judges to access case information and documentation, as permitted, to work on cases and accelerate case closure rates without the need to print documents or be physically present inside the courthouse.

Send Alerts and Notifications

Keep all stakeholders updated with case activities with emails, SMS, and notifications. Ensure that alerts are fired automatically across all stages of the case lifecycle to all involved parties on mobile and web.

Conduct Visual Virtual Hearings

Detangle courtrooms and streamline visits to courthouses. Conducting virtual hearings helps all stakeholders in abiding by social distancing, reducing transportation costs, and ensuring community safety.

Enable Secure Electronic Signature

Accelerate legal case progress and reduce paper consumption by adding secure eSignatures or integrate with your existing e-signature solution.

Ensure Automatic Data Audit and Validation

Prevent the entry of wrong and duplicate information to ensure data integrity across the whole system.

Produce 360, AI-Driven Analytics

Create a central dashboard to monitor and access intelligent reports and analytics. Drill down case activities, KPIs, and financials in real-time. Segment case reports by case type, date, geography, status, and more.

Calculate Fees & ePay

Intelligently calculate cumulative court fees, fines, and waivers. Pay for the service in cash, or integrate with ePayment gateways for online payments.

Provide Efficient Document Handling

Attach different types of documents to the case record. Store, retrieve, and access case documents, securely. Integrate with 3rd party document management systems for comprehensive document management capacities.

Enjoy Easy User Experience

Make sure the digital justice platform is easy-to-use, has an attractive look & feel, and built with a smooth navigation experience in the languages of your preference.

Digital Justice Platforms: Technologies & Services

Digital justice platforms and court management systems deliver new, end-to-end digital judicial experiences that touch the lives of millions of stakeholders. Moving away from traditional systems is a significant digital transformation that necessitates heavy reliance on a strong integrated ecosystem of technologies, services and partners.

Underlying Technologies: Seek the Best!

Plan you digital shift using modern, innovative, and scalable technologies that have demonstrated success in the transformation of other judiciary systems around the globe. Examples are:

Microsoft Dynamics® 365

Microsoft Dynamics 365 has proven to be an ideal backbone for process and workflow automation, visualization, and management. Multiple digital justice platforms worldwide are readily relying on Microsoft Dynamics365 to run their digital justice platforms.
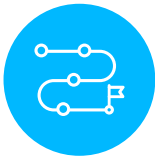
Microsoft Azure

It's a cloud-first, mobile-first, and AI-driven world. Azure is the ideal cloud choice to efficiently and cost-efficiently run your platform. Yet, with a number of governments around the globe preferring to use on-premise models, your digital justice platform can be implemented on-premise.

Microsoft Teams

Microsoft Teams is the ideal tool for Virtual Hearings. It's audio and video conferencing and integrations capabilities accelerate justice delivery, enable remote productivity, facilitate social distancing, save time of people and optimize costs of transportation.

It's a Journey: Ascend with the Right Technology Partner

An experienced technology partner is key to shift into digital justice. After all, it's a digital transformation journey for one of the most important pillars in any nation. Ensure that your software partner can deliver a wide range of mission-critical services, right from digital strategy to execution and realization.

Digital Consultancy
To help you plan the transformation's digital strategy and envision the roadmap.

Implementation
To inject business know-how and best practices in the technical implementation of the platform.

Customization
To tailor new features and customize existent ones as per business-specific needs.

Integration
To enable easy and efficient integration with 3rd party technologies and systems.

Modernization
To modernize legacy applications and systems to work seamlessly with the new digital justice platform.
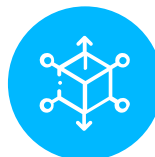
Deployment
To deploy the platform on-premise and on cloud in accordance to requirements.

Extension
To easily extend the D365 based platform with a rich stack of Microsoft technologies.

Scaling
To provide an easy-to-configure and scale solution and easily roll-out new processes and e-services.

Change Catalyst
To partake a role in change management by delivering trainings and workshops that drive new technology adoption.

Support
To provide professional support services with time-zone proximity and shared languages for easy communications.

link Development

Towards a Digitally Productive Justice!

Link Development's Digital Courts is an intelligent platform that modernizes court and legal case management at all judiciary levels. It transforms court and cases' system into streamlined, efficient processes where judges, attorneys are productive, justice is quick, and people are happy.

From case intimation all through proceedings till closures, Digital Courts automates legal case filing, scheduling, routing, and monitoring, in addition to caseload and backlog management, document attachments, visual court hearings, financial calculations, e-payments, e-signatures and more.

Digital Courts is open for customization and integrations. With a powerful backend and services portal, it is based on Microsoft Dynamics 365 and topped with intelligent analytics and integrated cross-judiciary collaboration. It can be implemented on-premises and on cloud.

About Link Development

Link Development is a global technology solutions provider leading the digitalization of private and public sectors. We are a Microsoft Global SI (System Integrator), Certified CSP (Cloud Service Provider), and a Gold Microsoft Partner.

The company is a multi-winner of Microsoft Partner of the Year awards, a multiple Microsoft Dynamics Certified Public Sector Partner in MEA. A consecutive winner of Microsoft Dynamics Inner Circle and President Club awards with advanced Azure specializations.

Founded in 1996, the company operates in +24 countries via six global offices in Egypt (HQ), UAE, KSA, USA, and Italy.

Gold
Microsoft Partner
■■ Microsoft

Gold Application Integration	Gold Cloud Platform
Gold Application Development	Gold Cloud Productivity
Gold Data Analytics	Gold Cloud Business Applications
Gold Project and Portfolio Management	Gold Datacenter
Gold Collaboration and Content	Gold Security
Gold Communications	Silver Data Platform
Gold Enterprise Resource Planning	Silver DevOps
Gold Windows and Devices	Silver Small and Midmarket Cloud Solutions

Microsoft Azure Advanced Specializations

Windows Server & SQL Server Migration

Modernization of Web Applications

Next Step

Contact us at info@linkdevelopment.com to learn more about our Digital Courts platform, discover our digital transformation success stories in the government and judicial sector, and discuss your requirements.

Contact Us

link Development