


OFFICE OF THE STATE ATTORNEY 5th Judicial Circuit of Florida Case Study



EXECUTIVE SUMMARY

Since 2010, the 5th Circuit has partnered with Image One to address a variety of document-related problems by digitizing all personnel records, financial documents and active case files across the five counties they serve. Inbound documents are now scanned or captured via email with Captiva, with search and retrieval managed by ApplicationXtender – both of which are distributed by MetaSource.

The 5th Circuit now also utilizes custom workflows that streamline HR, AP and case file processing and automate document routing.

THE ELECTRONIC MOVE

In 2011, the IT director spearheaded an initiative to move all documents to an electronic format.

After consulting with the 8th and 18th Judicial Circuits of Florida, both working with Image One, the 5th Circuit evaluated the use of a document capture and management system, which was then also implemented by Image One.

PERSONNEL RECORDS & FINANCE

Using advanced document capture software, the 5th Circuit began scanning all of their personnel and financial records in-house on scanners implemented by Image One.

The 5th Circuit previously had a paper file for every employee that included W-2s, awards, education, background checks, pay raises, letters of recommendation, disciplinary, fingerprint cards – all of these documents were scanned for every active employee as the circuit is required to keep personnel records for 25 years and they no longer wanted to store them in offsite storage.

While there are still paper documents in use during the hiring process, they are now being converted to digital format. This helps to streamline sending all paperwork to the state capital, where payroll is handled centrally. The paper documents are then destroyed.

All financial documents have also been scanned in, including invoices, contracts and payments. This has eliminated the need for copying checks, filing them and the cabinets themselves.

Document Problems

- Lost and misplaced files
- Time needed to process files, manual labor
- Time taken for defense documents to reach states attorneys
- Multi-user access to the same documents

Solution & Partnership Highlights

- The following was eliminated: Copying, three-hole punching, adding file tabs, filing, filing cabinets, and sending documents to offsite storage, and the need for additional office space
- A resulting productivity increase of 124,800 hours per year was achieved because a single administrative assistant can now serve 2-3 attorneys each instead of only one per, allowing for approximately 60 staff members to be repurposed
- Documents from defense attorneys are now processed 300% faster

CASE FILES

Beginning in May 2014, case files are now digitized. This includes all legal documents related to a case: court documents, law enforcement, witness statements, subpoenas, defense documents, etc. Existing case files were scanned in, as well as new inbound documents from law enforcement, judges and county clerks – then shredded and discarded.

Defense docs often come in electronically via email, and are captured by using Captiva and routed to the attorney right away, as some are extremely time sensitive. In the past, someone had to monitor inbound documents, look up the case file and the email, then the secretary would often print the email and/or document attached and drop it off in the attorney's inbox. When the attorney happened to find a document, it could be up to three days later and some of these documents require a response in 10 days. The new system allows for same day review vs. 3 days. Because each attorney has hundreds of cases, there's a lot of email every day – now from judges and clerks as well.

CAPTIVA & APPLICATIONXTENDER

All of the above utilizes a system of 13 Captiva scan licenses and 110 ApplicationXtender 8.1 licenses, which serves over 250 employees at the 5th circuit.

The 5th Circuit's lead programmer/analyst has also implemented workflow automation in their custom application to streamline HR, invoice processing and case management.

IMPACT

According to the 5th Circuit's lead programmer, "We knew that we'd need less people over the long-term as people retire, now that we can do everything quicker, electronically. Users say they get things done so much faster and make decisions faster instead of sifting through mail, sorting, and giving documents to a secretary before it reaches the attorneys.

"It's been a huge time savings and, eventually, space savings. We've scanned in a lot of old files purposefully with interns because we needed more office space and weren't going to get it so we have to live with what have.

"This move to electronic files is happening throughout our circuit. We started the last of our five counties in 2016, and are down to less than 300 active paper files – this will be reduce to zero once these legacy cases are closed.

"Previously, only one person could have a document at a time, but some documents need to be accessed at least 3-4 people. We also don't lose things anymore and we don't need to copy files, punch holes, add file tabs, and put in folders – there's no more intense labor.

"We used to have one secretary per attorney. Now we have one secretary per 2-3 attorneys, as they can do the work of two people (there are about 100 attorneys in total). Some of these went to the scanning department, or other departments that were short staffed – no one has lost their job though some people are retiring soon and will not need to be replaced."

About Image One

Image One specializes in solving critical business problems by automating your business office through the use of Enterprise Content Management (ECM) and Workflow Process Automation Software, Document Imaging Hardware, and Professional Services. Image One core products and services maximize and streamline your business production, providing you the ability to easily capture, create, manage, audit, and control retention of all data, forms, files, and documents within your organization. We provide our clients with an enlightened approach to information management systems, structure, and strategy. More: www.image-1.com

About Office of the State Attorney – Fifth Judicial Circuit of Florida

The State Attorney represents the people of the State of Florida in all criminal matters in the Fifth Judicial Circuit. The State Attorney and appointed Assistant State Attorneys work with the law enforcement agencies within the Fifth Circuit to investigate allegations of criminal conduct, determine if there is sufficient evidence to bring charges, and determine what charges are appropriate. The State Attorney then files those charges with the court and presents the evidence to the court or a jury. More: www.sao5.org

About MetaSource

From automation to outsourcing, our mortgage workflow and compliance solutions enable you to focus on your core business – we'll do the rest. MetaSource, based in Draper, UT, is a leading provider of technology-enabled Business Process Outsourcing (BPO) services with a focus on the financial services industry. MetaSource offers a full range of services, including Business Process Management (BPM) and content management solutions delivered via premise-based and SaaS-based platforms designed to help customers achieve organizational efficiencies, manage compliance risk, realize cost savings, and accomplish other strategic objectives.

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