



Background

Is there value in automation of manual, paper-based systems and processes? In both business and governmental institutions several manual processes are created over years in their service customers. These systems are, time and again, proving to be costly and wildly inefficient; automation is imperative to remain a successful and productive organization in today's world.

The Judiciary, State of Hawaii, had implemented a case management system as part of its five year roadmap to develop a single statewide system. This new court case management system would replace the existing five separate court systems.

For questions about the details of this whitepaper, please contact Wirevibe at 800-985-7620.

Challenge

The first module implemented in the new system was in support of the Traffic courts across the islands. In an effort to improve processing of the collection of overdue traffic fees and fines, the Judiciary had contracted with a collection vendor based out of Austin, Texas.

The process was extremely manual and consisted of the following steps:

1. Court Clerk identifies traffic cases in the case management system that are eligible for collections.
2. Court Clerk prints out the case information to hard copy.
3. Court Clerk faxes the cases to the collections vendor.
4. Collections Analyst receives the fax and keys the case information into their internal system.
5. Collections Analyst prints the case information from their system to hard copy.
6. Collection Analyst faxes the cases information back to the Court Clerk.
7. Court Clerk verifies all key person information was keyed correctly in the other system.
8. If there are data errors the Court Clerk fixed on the hard copy and faxes back to the Collections Analyst.

The manual process is problematic for several reasons. It limits how many cases can be submitted each day to the collections agency since every case has to be reviewed by a person. In turn, this limits the amount of money that can be actively worked by the collections agency. The process is also error prone, due to duplication of data entry for cases in multiple systems.

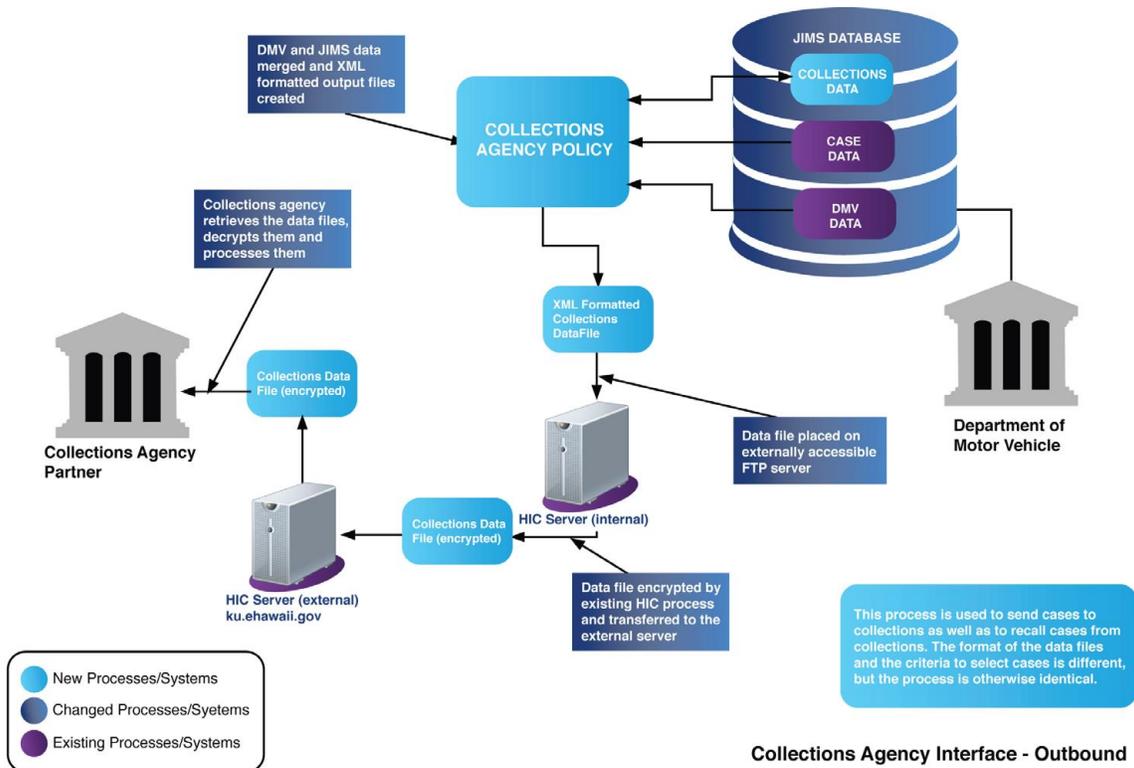
Solution

The solution Wirevibe architected completely automated the interface to exchange data between the Courts and Collections agency. This solution automated the current manual process for determining case eligibility, transmission of the cases to the collection agency, and received payment information from the Collections agency systems to apply to the case management system.

The case management system was a vendor product purchased by the Judiciary. It was designed with an Oracle Forms user interface and an Oracle database. The product did not have open interfaces and hence made it difficult to integrate with other systems.

Interface Design

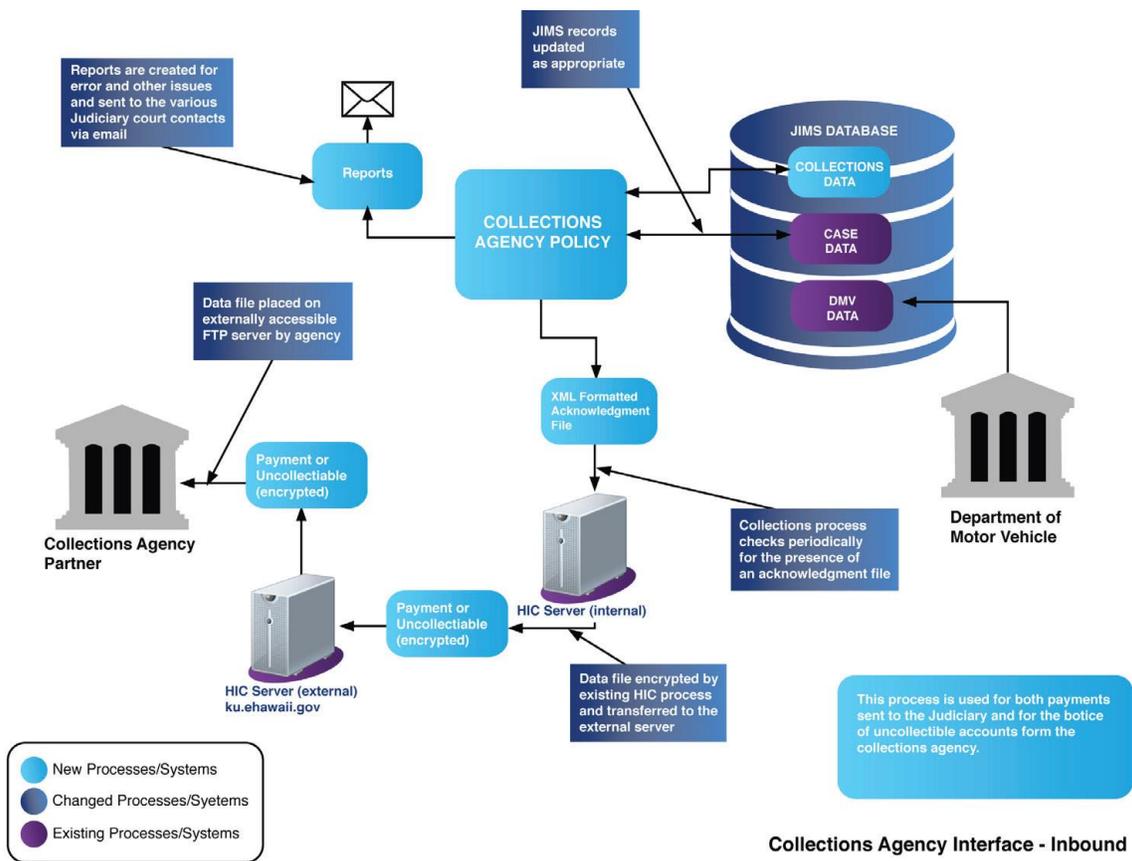
Wirevibe designed a reusable service layer in Java and created business logic modules to determine case eligibility rules through the application of successive case restriction criteria, i.e. juvenile, restitution, and amount of time delinquent. This service layer integrated directly into the case management database.



For questions about the details of this whitepaper, please contact Wirevibe at 800-985-7620.

The automated processes were established to contain both outbound and inbound interfaces. The outbound interface processes the cases for submission, allowing the Collections agency to acknowledge submissions, and send reports of the processed transactions. The inbound interface allows the Collections agency to send files of payments by person which were separated by each Court. Payment information is updated in the Case Management System, and an email is sent to each court for the payment amount received daily to compare it with the ACH transactions to their bank account.

The design also included a web interface to review the cases submitted to the Collections agency each day and any errors reported by the outbound or inbound interfaces. All data is stored in the database and the history of the transactions is available through the web interface.

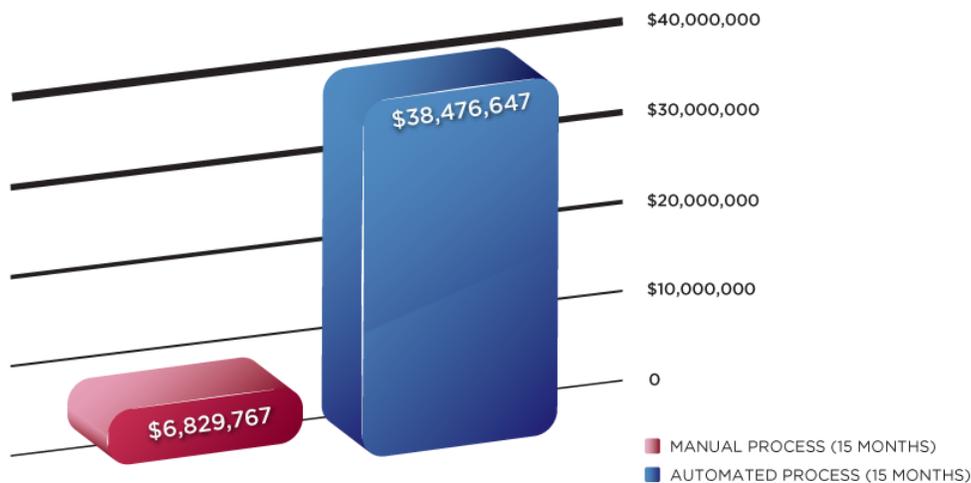


Business Process Design

The automated interface included a key process changes in addition to the implementation of the interface. The process change involved removing the Court Clerks out of the process completely and having the systems exchange data directly without manual intervention. This was also a key point in the automation to be able to increase the number of cases that could be processed a day.

Results

After the implementation of the electronic interface there was a dramatic increase in outstanding fees and fines collected per year. Within the first 15 months the interface was implemented over \$38 million was sent to the collections agency for processing, compared to just under \$7million during the same time period. This was coupled with the reduction of manual labor time spent by staff manually faxing over cases to the collections agency.



State of Hawai'i Submissions

After the implementation of the automated process, in a matter of 15 months, the State of Hawai'i had almost \$38.5 million in submissions and increased collections by ten-fold.

This increase in efficiency generated over \$1 million collected in the first month and a total of \$7million in the first year after the automated interface went live. This was coupled with the reduction of manual labor time spent by staff manually faxing over cases to the collections agency.

The previous manual process could not keep up with the volume of outstanding cases. It took several weeks to process the backlog of outstanding cases that had developed over the years. (The Courts wanted to throttle a maximum of 5,000 cases a day, to the Collection Agency).

In addition with the creation of a reusable web service layer that was integrated into their case management tool, the Judiciary was able to expand and add other interfaces to integrate with other State Agencies and vendors.

