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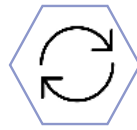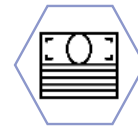# MODERNIZED COURT CASE MANAGEMENT

HYBRID CLOUD

EFFICIENCY
Claims fulfilled in 77% less time

AUTOMATION
Manual, time-consuming tasks eliminated

SAVINGS
Cloud-based platform and application reduce costs

Slow and Inefficient Claims Management

The Organization supports a US state's court system. Its duties include assisting judges with case assignments, compiling court data, and managing and distributing funds to court-appointed attorneys representing indigents.

The Organization's existing indigent claims and compensation process involved a three-part system with manual data entry to move information from one system to another. Each re-entry increased the potential for error and further slowed the process. At times, as many as 70,000 claims were on hold, with the system providing false claim status information as much as 50% of the time. Claim turnaround time averaged 45 days.

A Single, Integrated Case System

Prolifics provided a solution that creates a centralized case management system. It leverages private cloud-based business process enhancements to increase productivity and accuracy within claims management.

Prolifics replaced the Organization's three separate claims tools with a centrally hosted and fully integrated multi-tenant platform.

This cloud-based platform was built on IBM Case Manager, using the Vega Unity Framework and Government Accelerator as the framework. It serves as the foundation on which a variety of applications can be deployed for use throughout the state's various departments, rather than each agency utilizing its own case management system.

The first of the applications to be deployed on the updated platform is the Organization's court case management tool, which Prolifics designed, implemented, and deployed. Deployed on IBM WebSphere, it handles the heavily rule-based process that verifies indigent claim submissions and produces approvals for payments. An internal application (utilizing a Microsoft Active Directory LDAP repository) serves the Organization and state employers, while an external application (utilizing a Red Hat directory server LDAP repository) is used by lawyers and judges. Within IBM WebSphere, virtual member managers aggregate both LDAPs for authorization and identification. Microsoft SQL Server is used as a background database, merging data from the three previous systems into a single repository.

The entire process is streamlined and unified. It can scale both horizontally and vertically to account for rising and falling workloads. Lawyers and judges submit claims via an external web application, while the Organization and state employers use an internal application to verify them and send payments.

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Global Technology Solutions Provider

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About the Company

► Supports a US state's court system
► Manages and distributes funds to court-appointed attorneys representing indigents

Business Challenges

► The existing indigent claims and compensation process was a three-part system with manual data entry; each re-entry between systems slowed the process and could create errors
► Up to 70,000 claims were on hold; false claim status information was provided up to half the time; claim turnaround periods averaged 45 days

Solution

► A centralized case management system that leverages private cloud-based business process enhancements to increase productivity and accuracy
► Replaces three separate claims tools with a centrally hosted and fully integrated multi-tenant platform
► Provides accurate claim status information, and claims are completed in less than 10 days, a 77% increase in speed
► Solution includes IBM Case Manager, IBM WebSphere, Microsoft SQL Server, and Vega Unity Framework and Government Accelerator

Cut Costs, Automated Processes, and More Efficient Claims

The new system replaces the following:

► **Indigent entry system.** Provides auditing and payment interface for attorney and expert witness claims.
► **Interpreter claims system.** Creates auditing and payment interface for interpreter claims.
► **Indigent claims entry system.** An online portal for attorneys and interpreters to enter claims and judges to review and approve them.

Additionally, payments to claimants were made from the Organization's payment system via a manual file exchange interface. The new Prolifics-built solution is fully integrated with the payment system, so payment requests are submitted automatically when claims are approved.

The solution shortens the claims process by a significant factor, creating the following benefits:

► Where it used to take months for payments to be issued, the process can now be accomplished in a matter of days.
► Data integration issues have been repaired, thereby eliminating phone and written follow-up between auditors and claimants due to missing or incorrect information.
► The adoption of the new cloud-based platform and claims processing application drastically cuts operating costs.
► Claimants receive accurate claim status information, and claims are completed in less than 10 days, a 77% increase in speed.
► The system supports multiple billing methods for claims reimbursement and clamps down on duplicate payments.
► A new pre-approval process allows faster reconciliation between approved claims and invoices. Organization staff can run custom reports.
► The variety of time-consuming, manual tasks that once formed the backbone of the claims process have been reduced or abolished altogether.
► The accuracy and timeliness of auditing processes is increased by automating business rules, claim entry rules, and workflows.

With the solution in place, the Organization can function more effectively, better supporting the state's courts.

ABOUT PROLIFICS

Prolifics creates a competitive advantage for organizations around the world by implementing customized, end-to-end IT solutions that achieve business success, leveraging leading technologies in a global delivery model. For more than 35 years, the company's technology expertise, industry-specific insights and certified technology accelerators have transformed organizations around the world by solving complex IT challenges. For more information, visit **www.prolifics.com**.

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