

Jury Service Automation with Digital Transformation

Introduction

The largest unified county court system in the US, serves millions of residents and had a significant challenge in processing juror communications and summons responses in a timely, accurate and cost efficient fashion. The court was inundated with huge volumes of forms and information being submitted each day in support of juror selection, validation, and approval. They came to BizTech Solutions to find a better way to manage and automate this critical civilian communication process while supporting the timely juror registration and scheduling tasks.

The Court's Business Issue

The Court faced challenges in processing a high volume of jury forms from potential jurors. Their manual processing method was resource-intensive, costly, and difficult to staff and subject to processing errors.

The Court's Short-term/Strategic Goals

BizTech Solutions architected a solution that optimizes the processing of jury forms, thereby reducing the time, staffing resources, and error elimination required for this compliant process. The court needed to be able to manage workforces around fluctuations in volumes while meeting critical required processing turnaround times.



Digital
Transformation

Accelerate
Processes

Eliminate
Errors



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Solution Recommended/Implemented

An expert in cognitive capture (AI), and robotic process automation (RPA), BizTech provided the court with a comprehensive solution.

Key components included:

a. OPEX Falcon Red+ Scanners: These high-tech scanners were employed to replace the traditional scanning process. OPEX Falcon Red+ scanners use mark sense imaging technology, which improves the processing of forms and enhances image quality, resulting in more accurate optical character recognition (OCR). The OPEX scan system provides one touch capture capability, integrating a rapid extraction desk for easy mail opening, extraction, and scanning on a single platform. The OPEX scanners minimize virtually all prep, paper handling, and manual tasks to ensure a safe, fast, and accurate document transformation process.

b. INDICIUM Import Utility Gateway: The scanned images from the OPEX scanners were sent to the INDICIUM Import Utility Gateway. This component acted as an interface for data transmission and ensured seamless integration with subsequent processing stages.

c. Custom User Interface: BizTech developed a user-friendly web-based custom interface dedicated to juror form processing. This interface facilitated smooth navigation, input, and retrieval of data associated with the jury forms.

d. OCR and Business Rules: The solution involved employing OCR and optical mark recognition (OMR) technologies. Pre-defined business rules were applied to automate the processing of the forms, eliminating the need for manual intervention in routine tasks.

e. Document Management System Integration: The solution seamlessly integrated with the court's document management system. Extracted data from the forms was stored in the system for easy access and retrieval.

Advanced RPA Technologies Used in the Solution

The cognitive capture solution deployed by BizTech included cutting-edge technologies, such as advanced scanners, integration and professional services, a data transmission gateway, a custom web-based interface, and various software licenses for intelligent mark recognition (IMR), OMR, and OCR capabilities.

Conclusion

The major court system collaborated with BizTech and improved every key performance indicator while reducing costs and eliminating errors in juror forms processing.

This cognitive digital mailroom and routing automation solution scales to meet the demand of court systems of any size, allowing data to be ingested from multiple channels quickly and accurately.

To find out how to improve the summons process, free-up valuable resources, and reduce the costs associated with processing juror forms contact jurorsolutions@biztech

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