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Among the World's Most Modern Digital Work Environments at the Supreme Court of the Netherlands

Capgemini helps develop case management system and integrates it with document management and digital archiving of records

The Situation

The Supreme Court of the Netherlands in The Hague ensures that lower courts observe accurate application of the law in reaching decisions. When an appeal reaches The Supreme Court, case facts as established by lower courts are not subject to discussion. The appeal in cassation therefore fulfils an important function in promoting unity of law.

The Operational Management Division of The Supreme Court supports Court members and the Attorney-General's Office with administration, research and skilled resources. The Division wanted to design, develop and implement an integrated case management system that included document and record management.

The Solution

The project, initiated by the Court's Director of Operations and coined C@sus, aimed to replace four existing registration systems. Through improved administrative support, it would optimize and standardize work processes. Since 2001, Capgemini has been consultant and systems integrator for the transformation sought by The Division.

The goal was concurrent transformation of processes, internal organization as well as underlying technology.

After evaluating several solutions, the Court opted for an enterprise content management solution by Open Text for documents. Over time, Capgemini customized this, using Microsoft .Net architecture for cassation processes, document and records management, and a digital archive.

Additional programs included streamlining document creation (SmartDocuments), digitalizing paper document (Kofax), Digital Signing and publishing (ARX CoSign), document collaboration (Workshare) and the Usage of Protos for process design and internal controls and audits. It was critical that applications had seamless interfaces between case handling, document and records management all the way through to digital archiving.

"Good collaboration with partners really pays. It allowed the Court to develop an innovative system accepted by all at the Supreme Court."

Supreme Court of The Netherlands

The solution included a new central unit for efficient processing of mail and files with efficient records management. Capgemini's remit included training users to empower them to operate across all the sectors with flexibility and full responsibility.

The Result

The partnership has created an innovative, digital work environment, viewed as among the world's most modern, comprehensive and reusable solution for court systems. Processes for case, records and document management, together with the digital archive are seamlessly integrated.

C@sus is best described as a carousel for digital files offering secure access to users for the level of detail that is relevant to their role and case status via an intuitive, graphical interface. Security protocols determine levels of detail that a user can view and/or change. To summarize benefits, the solution provides:

- efficiency for Judges to work everywhere, on a completely safe system, 24/7
- standardized, universal way to register cases and report status to the Ministry of Justice
- instant access to accurate data for MIS reporting including reliable forecasts of skills and resources required over mid/long term periods
- streamlined processes across different sectors so that managers can direct skills and resources to best serve business demand
- tight security protocols inspiring trust by all users, especially Judges
- robust, reliable systems, networks and infrastructure, all available round the clock.

The Division is one of the first organizations in any Justice Ministry world-wide with a comprehensive, department-wide case, records and document management system that is integrated, and coupled, to a digital archive. Some other benefits include effective knowledge management and information reuse.

How the Supreme Court and Capgemini Worked Together

The Court initiated C@sus as part of a broader program in 2003 with Capgemini as an integral partner. Initially aimed at organizational processes supporting technology, the program evolved into a concurrent transformation of technology as well as supporting processes, with the Department and Capgemini joint partners on a journey.

New infrastructures by 2002 established a base for the package by Open Text. Following preliminary studies, work process analysis commenced in 2004 supported by an inventory of user requirements. The following year saw concept development, a prototype and further inventory of user wishes. The team also performed detailed analysis of source systems for ideal data conversion approaches. Capgemini supported the Department on C@sus development during 2002-2008.

Business applications and data storage servers were separated. Results of studies on target data for migration provided input to a final functional design in 2006. System building commenced, work process reorganization finalized and a new organization deployed. Definitive conversion strategies and resources were established and aligned to the project plan.

During 2005-2007, ICT facilities were prepared to receive C@sus. This included elements like teleworking, server virtualization and redundancy, barcode equipment and biometric access via finger-print recognition.

Rollout for the tax sector in mid-2007 was followed by the criminal sector when a new mail processing, document management and records unit was launched. The civil sector joined a month later, quickly followed by the second version of C@sus.

In 2008, performance optimization included an upgrade to the document management version, a new database server, as well as server virtualization and replication to support MIS reporting. Infrastructure tests prevented unauthorised access. High network availability (ranging from 99.9% to 99.6%) was maintained in the first four years. Microsoft .Net customization provides Service-Oriented Architecture. Collaboration with all vendors, as well as stakeholders at the Division and Court, pays testimony to a successful partnership.

Thanks to the project, Capgemini received an Open Text award for partner of the year in 2007 and The Supreme Court received an Open Text "GlobalStar Enterprise Award – Agility" in 2008 for *"best implementation"*.

About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs over 90,000 people worldwide.

More information is available at **www.capgemini.com**

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As the highest legal authority in the Netherlands in the fields of civil, criminal and tax law, the Supreme Court of the Netherlands is charged with cassation proceedings. An Attorney-General's Office is attached to the Supreme Court. The most important and wide-ranging task of the Attorney-General's Office is to provide independent advice to the Court on how to rule in pending proceedings in cassation. Please visit **The Judiciary** of **The Supreme Court** for more information at **www.hogeraad.nl**

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