



A Partner Solution for the Public Sector

A Complete Case Management Solution for Judicial and Quasi-Judicial Departments

IBM **Information Management** software

## iTek Solutions, Inc. Docket Manager 4.0™

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Administrative and Trial Court  
Case Management Solution*

■ **Products**

*IBM Content Manager OnDemand*

*IBM Document Manager*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

### Business Challenge

Courts and state hearing agencies face a pressing need to monitor and manage growing caseloads from both an administrative and individual level. Agencies are often attempting to efficiently manage caseloads that include hundreds or even thousands of cases. Factor in the various types of filings, complex case scheduling, maintaining evidentiary files as well as corresponding documentation and the need to adhere to specific agency rules, policies and procedures makes the task of case management even more challenging. Faced with decreasing budgets, these agencies are continually under pressure to improve productivity, increase efficiency and reduce administrative costs.

With data, documents and emails scattered among different systems, it is difficult to search for needed information and present a consolidated view of case information. This impedes the sharing of case information and strains communications with others involved in the case. Hard copy documents also present an issue from the perspective of proper management and disposal of documents. The inability to monitor caseloads makes timely and comprehensive reporting difficult

Innovative organizations are looking for ways to improve case management via systems that support online case filing, process automation and event-driven case scheduling that will improve productivity and reduce processing costs. Finally, it is essential to have a case management solution that assists with everything from case filing, resolution and closure.

### Solution

Docket Manager 4.0 from iTek Solutions is a complete case management solution for administrative and trial courts that enables different levels of Courts (e.g., Office of Administrative Hearings, Public Utilities Commissions, etc.) to effectively schedule, track and dispose cases. From case initiation to case closure, Docket Manager 4.0 streamlines and monitors all case-related activities. Key capabilities include:

- **Online case filing** - Users select appropriate forms from a library of online filing forms, fill in details and attach supporting documents to the case. These forms can be modified by the user by dragging and dropping form fields and associating required validation to the fields. New forms and associated workflows can be easily added.





- **Uniform and appropriate distribution of case load** – Business rules assist with case load distribution by factoring in the availability of case workers, their current case load, specialization, department, case type, etc. Rule parameters can be configured to match the business needs.
- **Automatic event-driven case scheduling** - Administrators can add appropriate events for a case type and its lifecycle; and rules surrounding the duration for each event and resources. The solution's automatic scheduling component formulates a timeline for improved time and resource management.
- **Automatic case assignment** – Rule-based case assignment occurs via a click of a button and manual changes to the assignments can also be made, as needed.
- **Docket View** – All case information and documents are presented in an organized manner, supporting multiple views of case information to various user groups.
- **Case data search, status and time tracking** - Facilitates easy search of all case data and documents. Users can view tasks completed and current status with date, time and assigned person.
- **Multi-parameter reporting** - Users can generate a wide-range of pre-defined statistical, management and performance reports. The solution also supports integration of all standard ad-hoc reporting tools.

### Value Proposition

Built on the IBM Enterprise Content Management (ECM) suite of products, Docket Manager 4.0 is a highly configurable case management tool that not only substantially reduces case processing costs, but also manages cases and case information in an organized manner for improved time and resource management. This allows caseworkers to streamline and eliminate non value-added administrative tasks. The solution also provides a clear view of data throughout the case lifecycle and proceedings to support information sharing and collaboration, as well as timely and comprehensive reporting.

It is estimated that Docket Manager 4.0 can cut administrative time in half by automating case proceedings, thereby allowing current staff to efficiently process more cases. Moreover, the solution substantially reduces paperwork and provides a scalable solution that is easy to manage.

### Company Description

iTek Solutions is a member of the Gulf Computers Group of Companies, servicing U.S and international markets for more than 29 years by supplying and supporting innovative IT solutions. Through the years, iTek team members have developed many cutting-edge solutions for e-Government implementations.

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Printed in the USA

08-09

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