

# CASE



## study

### Napa Court Case Study

#### Napa Court Wins with the Use of Electronic Case Files

"BMI not only helped us eliminate lengthy document retrieval times, but also delivered a complete, customized document management solution for our Court that has made us more efficient, saved us money and prepared us for the future."

**Steve Bouch**  
Chief Executive Officer  
Napa County Superior Court

#### INDUSTRY

- State & Local Government, Courts

#### LOCATION

- Napa County, California

#### CHALLENGES

- 10 day turnaround time for old case file requests
- Manual and costly citation data entry, archival and retrieval process

#### BMI PRODUCTS & SERVICES

- Canon Scanners
- Document scanning project (800,000 documents, 3 million pages)
- EMC ApplicationXtender (50 concurrent users)
- Integration with SUSTAIN Case Management application
- Ongoing citation data entry and scanning (1,500 per month on avg.)

#### BENEFITS

- Research room featuring computerized search and retrieval of digital case file information
- Reduced need for citizens to require help from court staff to research
- Reduced staff time spent locating case files to view documents
- Citation processing cost reduction

#### OVERVIEW

*Napa County Superior Court was built in 1878 and the hall of records was built in 1918. Over time, the court managed to build a case file archive consisting of 800,000 documents.*

As the court records archive grew, Napa faced the constant problem of providing citizens (e.g. attorneys) the ability to quickly conduct research. In an effort to fulfill its mission of serving the public with courtesy and efficiency, Napa turned to BMI Imaging Systems to implement a complete document management solution that would not only address research needs, but also provide efficiency gains within day-to-day court operations and case management.

BMI Imaging Systems integrated EMC ApplicationXtender with SUSTAIN's Justice Edition software for Napa County Superior Court. As a result, a click of a mouse brings up case files that once took up to 10 days to get out of storage. In addition, Napa implemented BMI's Citation Processing Solution, replacing a manual and costly citation processing operation with an efficient and outsourced solution from BMI.

"With BMI's Citation Processing Solution, our operations staff no longer has to perform the redundant task of manually keying data into our case management system. Instead, the clerk manages a streamlined, automated solution of processing electronic downloads of keyed citations. It saves us time and money."



**Jeannette Vannoy**  
Information Technology Manager  
Napa County Superior Court

### **Backfile Document Conversion**

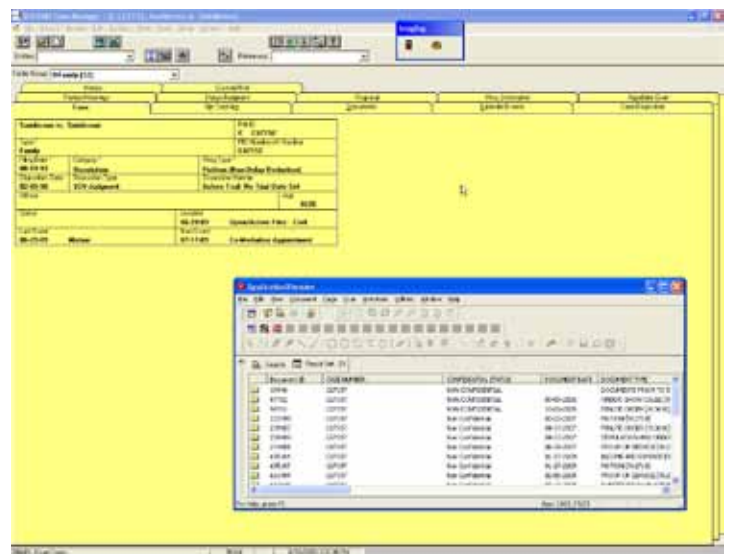
The project to upgrade Napa County Superior Court started in December 2003, when court staff selected BMI to scan old case files that had already been decided or dismissed by a judge. The court received requests to review cases going back as far as the 1940s. The volume of information was too large for the court to consider scanning in-house. Therefore, BMI was selected due to its past experience with other courts and the company's long experience in the document scanning and content management industry. BMI scanned approximately 50 boxes a week (2,500 physical documents per box on average) at its BMI Sacramento facility. In total, 3 million pages were digitally converted to TIFF G4 format and then indexed by the case number.

### **EMC ApplicationXtender Integration with SUSTAIN Justice Edition**

BMI Imaging Professional Services was tasked with integrating EMC ApplicationXtender, a document management application, with SUSTAIN, a case management application. All backfile TIFF images were imported into the ApplicationXtender and SUSTAIN solution. Now, when the court receives a document, the user is prompted to scan the document directly from the SUSTAIN interface. Documents are then automatically indexed and stored within ApplicationXtender, easily retrievable directly from the SUSTAIN interface. "BMI not only helped us eliminate our lengthy document retrieval times, but also delivered a complete, customized document management solution for our Court. The solution has made us more efficient, saved us money and prepared us for the future," states Steve Bouch, Napa County Superior Court Executive Officer.

As part of the project, BMI worked with Napa Court to equip court staff with scanners and document management software. The public viewing and research room was also equipped with access to the document management system to be used by citizens researching cases. "We used to have a line of citizens waiting to get access to case files just to hear

someone say they will have to order it," said Bouch. "I've been in Court Administration for over 30 years and a constant problem is research and us being able to efficiently provide that to the public. As soon as we opened the viewing room with access to document management, we knew we were meeting the citizens' needs because every time we walk by the room, there is usually someone in there."



*From SUSTAIN, a list of Case-related documents provided by EMC ApplicationXtender is automatically displayed for the user.*

### **Citation Processing and Retrieval for the Traffic Division**

"Once we had our document management implementation underway, BMI helped us further identify areas for cost saving," states Jeannette Vannoy, Information Technology Manager. "We chose BMI's Citation Processing Solution to handle our monthly citation workflow because our previous method had been manual and slow."

After a citation is used by an officer, it comes to the Napa Court Traffic Division. Data from the citation (e.g. citation number, date, last name, infraction details) used to be

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**Steve Bouch**  
*Napa County Superior Court Executive Officer*

manually keyed by the Court and then the physical citation was archived in a case file jacket on the shelf.

“We currently batch scan a stack of citations that are delivered by law enforcement agencies one time per day into a BMI-supplied Canon ScanFront scanner. The data is automatically uploaded into SUSTAIN and the images are sent to ApplicationXtender. The integration between ApplicationXtender and SUSTAIN makes it easy for Napa to query particular citation images directly from the SUSTAIN interface. The images are then securely sent to BMI.” Vannoy explains that “in less than 48 hours, we get the data file and the citation image back”. The court now scans all inbound case documents that are filed at the court in all case types submitted by the public, attorneys and justice system partners (e.g. District Attorney).



## Next steps

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