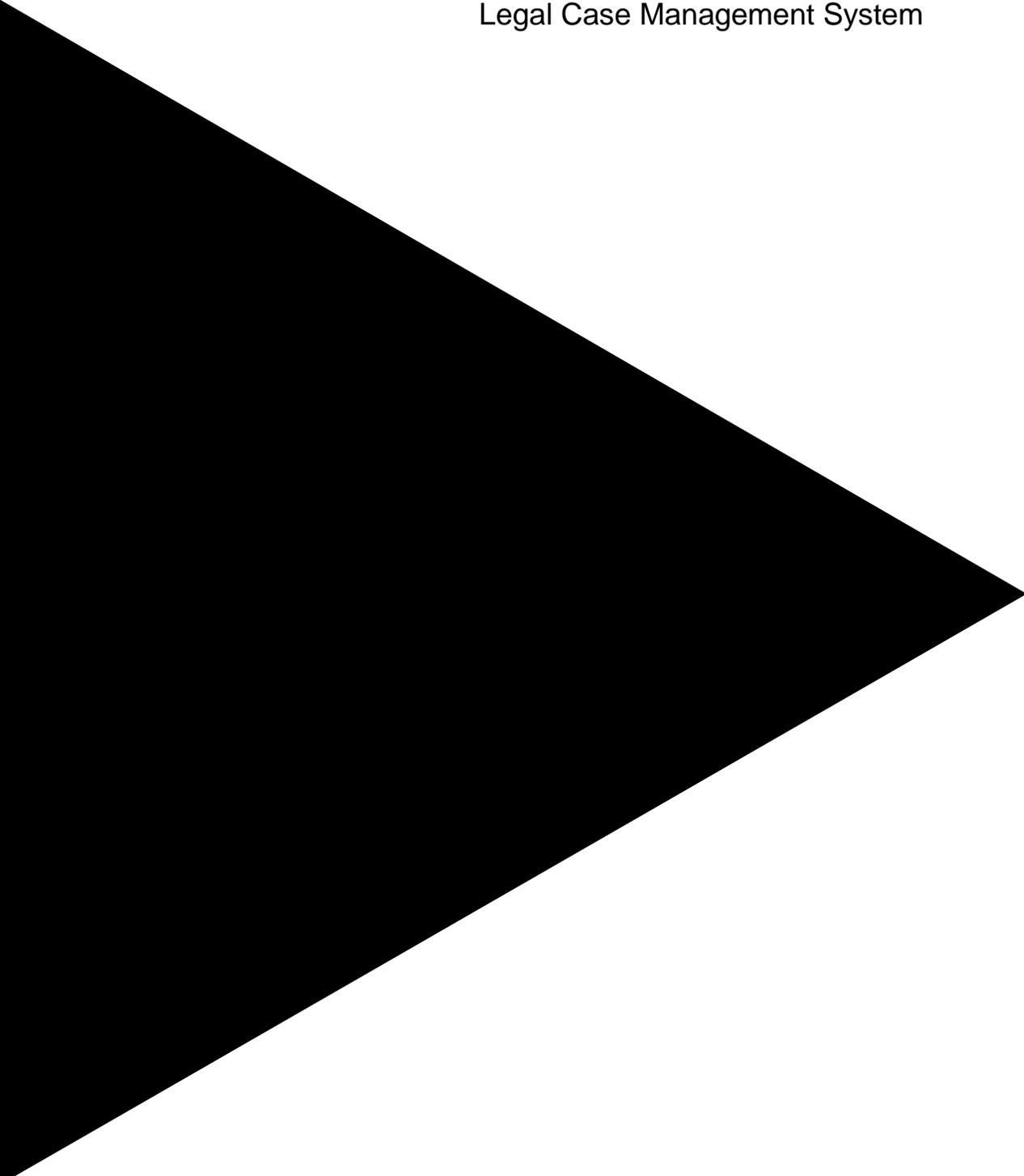


# Enabling the efficient management of justice

Legal Case Management System



**Legal agencies are looking for solutions that will enhance business performance, increase citizen engagement, and improve service delivery. To do so, they must find ways to process cases more efficiently and in less time, drive accuracy in time and expense reporting, increase information sharing and collaboration and engage with citizens through multiple channels. Get what your agency needs with the DXC Legal Case Management Solution. It addresses your business requirements and more.**

**Question:** What do you need as caseloads get heavier, data more abundant, and interactions more complex?

**Answer:** A secure, automated system that simplifies case initiation and processing, enables information sharing and tracking, and analyzes data. And it combines with anywhere, anytime, any device access to it all.

DXC's Legal Case Management Solution (LCMS) is a truly modernized and easily configurable solution. It facilitates your agency's work by streamlining case management.

This solution combines our expert advisory, transformation, and management services to help legal agencies, such as yours, leverage the New Style of Business to modernize legacy legal case management systems to achieve your modernization goals (see Figure 1).

Many legal agencies face similar challenges and are looking for ways to modernize their legacy case management systems.

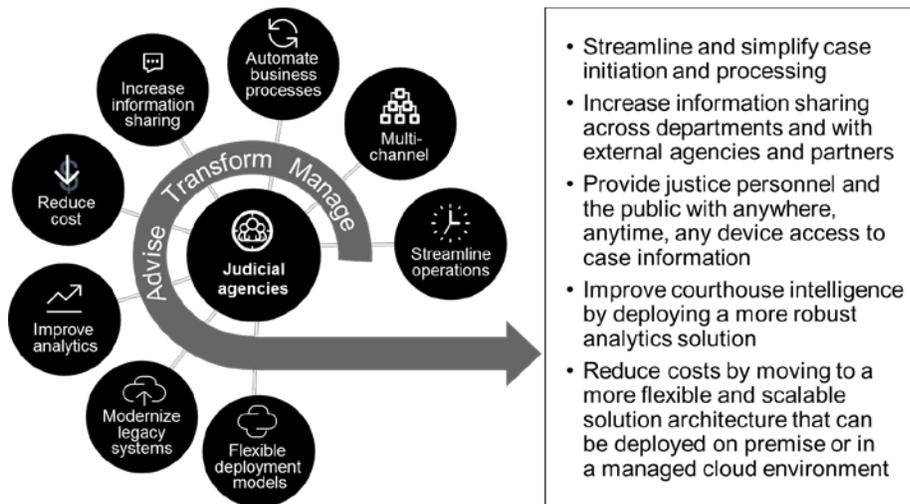


Figure 1: Common business goals for legal agencies

Pre-configured application framework offers rapid deployment and the flexibility to tailor the solution to meet your unique requirements.

## Get what your agency needs

DXC’s LCMS is a solution accelerator built on the Microsoft® Dynamics 365 Customer Engagement platform. It includes a suite of functionality to manage cases and matters, track time, manage case documents, track case participants, and produce reports.

We took a user-centric approach during solution design. Our goal was to develop a solution that would simplify case management.

## Learn how it works

The DXC LCMS accelerator has been preconfigured to include core legal case management features and functions. During implementation, it can be extended—through additional configuration—to meet your agency’s unique requirements.

This approach combines the benefits of traditional custom development in terms of flexibility and adaptability to support your specific needs, with the reduced risk, shortened implementation timelines and lower price point offered by commercial off-the-shelf (COTS) products. Plus, system changes to introduce new features or to accommodate new laws, policies and regulations can be made through configuration. Most traditional legacy systems require significant time and effort to modify as code changes/development is required. The high level of configurability offered by LCMS reduces this effort offering a lower Total Cost of Ownership (TCO) through sustainment.

With LCMS, you don’t have to sacrifice system agility and flexibility to achieve speed to market and a lower price point.

## Review its features

### Case initiation and processing

All aspects of managing legal cases are supported, including:

- Creating new cases
- Processing claims and lawsuits
- Tracking time spent on case activities
- Managing case activities
- Managing documents
- Scheduling appointments, phone calls and tasks
- Tracking case participants, evidence, settlement offers and docket information
- Maintaining notes on specific case files or matters

Easy access to and management of all case information is provided through a single, consolidated case management screen.

A consolidated case management screen enables staff to view and manage all data related to a case from a single location.

### Claims

Managing claims has been simplified and streamlined with DXC's LCMS. As shown in Figure 2, the case form has been pre-configured to include common data elements and case activity types for claims as well as a starting point workflow. The data elements included on the case form along with the activities and workflows can be easily modified through configuration to make the system work the way that your agency does business.

The screenshot shows the Microsoft Dynamics CRM interface for a claim case management screen. The main title is "CLAIM Jamie Fitzgerald vs NYC: BF002-T-001". The interface is divided into several sections:

- CLAIM DETAILS:**
  - Claim Title: Jamie Fitzgerald vs NYC
  - Claim ID: BF002-T-001
  - Claimant: Jamie Fitzgerald
  - Attorney: Eric Kalley
  - Equipment: Ford
  - Date of Claim: 11/20/05
  - Claim Amount: \$13,000.00
  - Claim Settlement: \$0.00
  - Least Settlement ID: 11319800
  - Est. Settlement Close: --
  - Assigned Lead: Eric Kalley
- CLAIMANT DETAILS:**
  - Email: jamie.fitzgerald@email.com
  - Phone: 515-8122
  - Address: --
  - Business: --
- CLAIM AMOUNT:**
  - Settled Claims: 0
  - Key Claim Figures:
    - Sum of Claim Settlements 98k
    - Average Amount Settlement 10k
    - Number of Claims 10
- RELATED CLAIMS:**

Claim ID	Date of Claim	Decision	Status Reason
BF002-T-001	11/20/05	Trust	New
- PARTICIPANTS:**

Name	Role
Jamie Fitzgerald	Stateholder
- INCIDENT DETAILS:**
  - Incident Date/Time: 11/20/05 7:00 AM
  - Category: Bodily
  - Location: 700 4th Street, New York, NY
  - Describe Incident: I was stopped on by a horse from the Mounted Police and broke my foot.
  - Injured:
  - Describe Injuries: Broken Foot
  - Treating Facility: Bellevue
  - Treating Physician: Dr. Sarah Anderson
  - Estimated Alcohol Expenses: --
- CLAIM ACTIVITIES:**
  - POSTS: ACTIVITIES: NOTIFS
  - AP: + | Add Phone Call | Add Task

A map at the bottom right shows the location of the incident in New York City, with a blue dot indicating the location and a purple line showing a route.

Figure 2: Claim case management screen

The case record includes analytics based on similar claims to assist your users in determining the appropriate settlement amount. The related claims section of the form also provides a list of other claims submitted 75by the claimant. Field-level, drill down capabilities allow your users to easily view these claims.

Case and project activities such as tasks, appointments, emails and phone calls are easy to manage.

With a single mouse click, claims can be resolved, converted to a lawsuit, or assigned to another team member or a work queue.

**Lawsuits**

As shown in Figure 3, the case form for lawsuits has been pre-configured to include common data elements and case activity types for lawsuits as well as a starting point workflow. As with claims, the data elements included on the case form along with the activities and workflows can be easily modified through configuration to make the system work the way that your agency does business.

Documents can be attached directly to the case record or stored in a document management solution such as SharePoint.

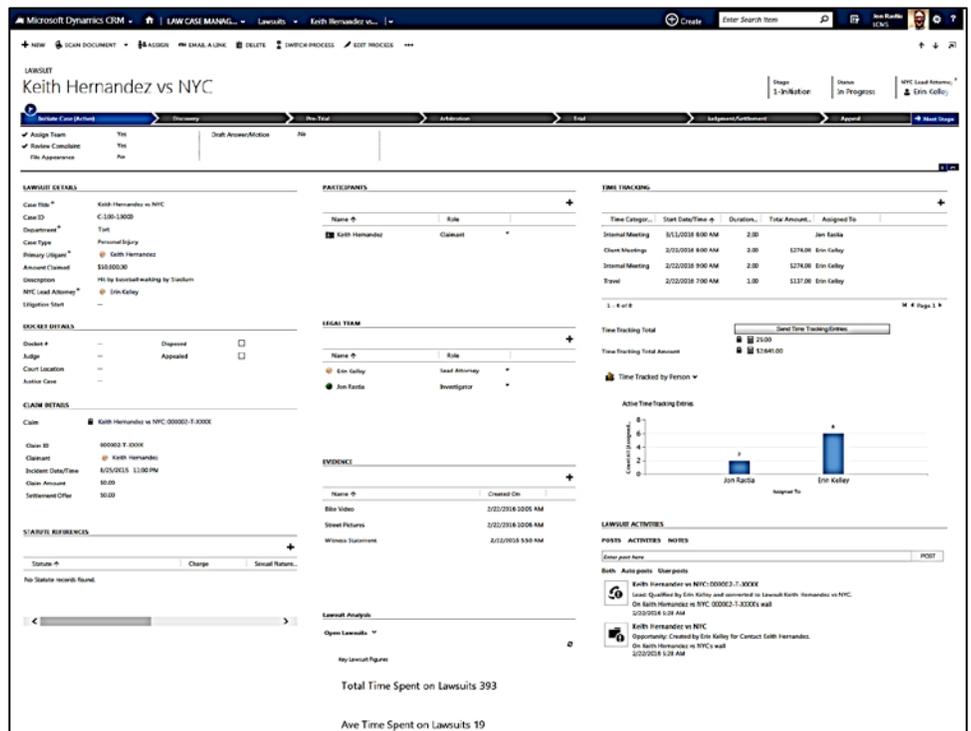


Figure 3: Lawsuit case management screen

Time cards can be accessed directly from the case form making time tracking easy and convenient. Time tracking data for the case is displayed and time entries can be submitted to the billing system with a single mouse click.

Native integration with Microsoft Outlook enables tasks, appointments and emails to be managed from LCMS. Emails and documents received in Outlook can also be linked to a case.

**Matter Management**

Matters (projects) are managed from a single, consolidated project management screen. As shown in Figure 4, the project form has been preconfigured to include common data elements and activity types. The data elements included on the project form along with the activities and workflows can be easily modified through configuration to include the

relevant information and business process for each type of project that each organization manages.

As with lawsuits, time cards can be accessed directly from the project form. Time tracking data for the project is displayed and time entries can be submitted to the billing system with a single mouse click.

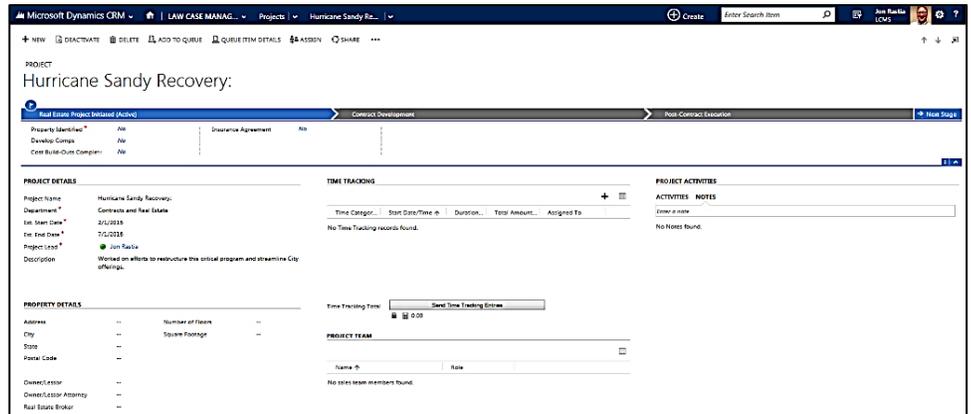


Figure 4: Project (matter) management screen

Time tracking is simplified with LCMS. Time can be tracked at the case or project activity level.

### Time Tracking

LCMS makes time tracking easy and convenient to do. Time cards can be accessed from the case or project form, an individual's time tracking dashboard or from the LCMS mobile application.

As shown in Figure 5, the time card form allows users to create a time entry and associate it with a lawsuit or a project. The billing rate is automatically displayed for each user and the amount to be billed is automatically calculated based on the duration entered. When creating a time card entry, users can select to have an associated task, appointment, or phone call created. The task/appointment/phone call activity will then be displayed on the case or project form and will also be synced with the user's Microsoft Outlook calendar.

Figure 5: Timecard form

Conversely, when creating a task, phone call or appointment activity, users can select to have a time card entry created, as shown in Figures 6 and 7. The time card entry for that activity will be displayed on the case or project screen and on the time tracking dashboard. Time tracking is further simplified by the stopwatch feature on the activity form. This allows users to automatically track time spent on a task or phone call using a stopwatch. Users can pause the stopwatch to continue work on the task at a later time or reset the stopwatch. Use of the stopwatch is optional; time can also be tracked manually for tasks and phone calls.

With a single mouse click, time entries can be automatically created when a new task, appointment or phone call is scheduled.

Figure 6: Task activity form

Figure 7: Phone call activity form

Time entries are displayed on the case and project record and on the time tracking dashboard. Viewing time entries from the case or project record allows users to see all time charged by all individuals to that case or project. Viewing time entries from the time tracking dashboard allows individual users to see all of the time that they have tracked against their assigned cases and projects.

Pre-defined workflows automate business processes for cases and matters/projects.

**Workflow**

LCMS includes automated business processing capabilities. Workflows are used to guide workers through the execution of the steps required to complete a business process and to automatically trigger an action when a specific event occurs. Workflow can also be used to automate more complex processes, building up multiple layers of logic to accommodate business requirements. Workflows are built through configuration. LCMS uses the workflow capabilities provided by Microsoft Dynamics 365 Customer Engagement which includes an intuitive interface that allows users to easily configure workflow.

Pre-configured dashboards and reports enable users to monitor activities in real time.

**Dashboards and Reports**

With LCMS, staff can:

- Query and report on cases and projects
- Generate standard reports to meet regulatory and statutory requirements
- Use dashboards to monitor case or project activities in real time
- View summary data for cases, projects and time reporting

Preconfigured dashboards and reports provide the data you need to measure effectiveness and drive productivity in your organization. Users can modify the standard dashboards and reports provided out of the box, or create entirely new dashboards to help visualize and interact with important information in one place. The following figures illustrate a few of the dashboards included with LCMS.

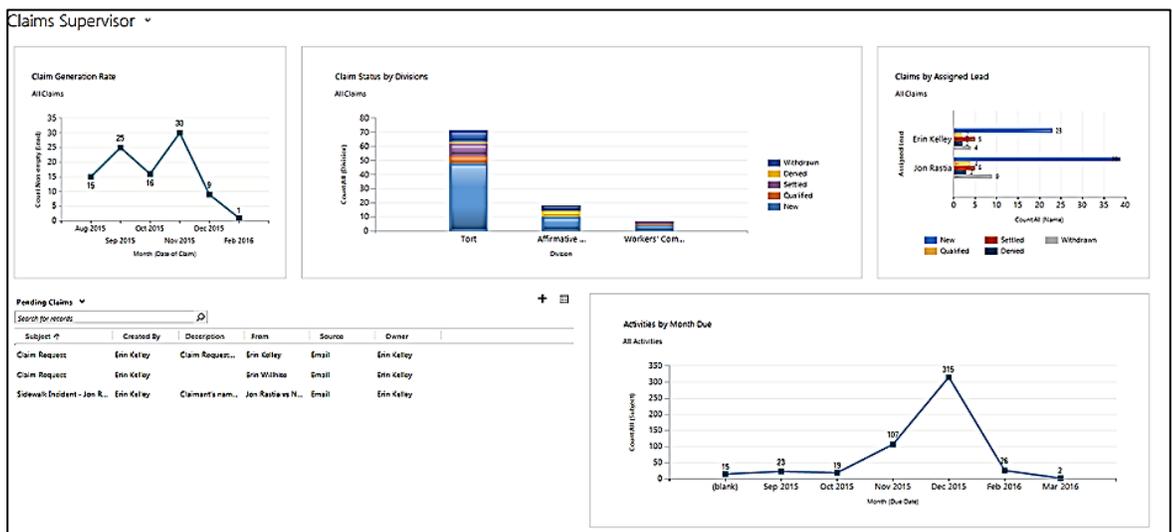


Figure 8: Claim Supervisor Dashboard

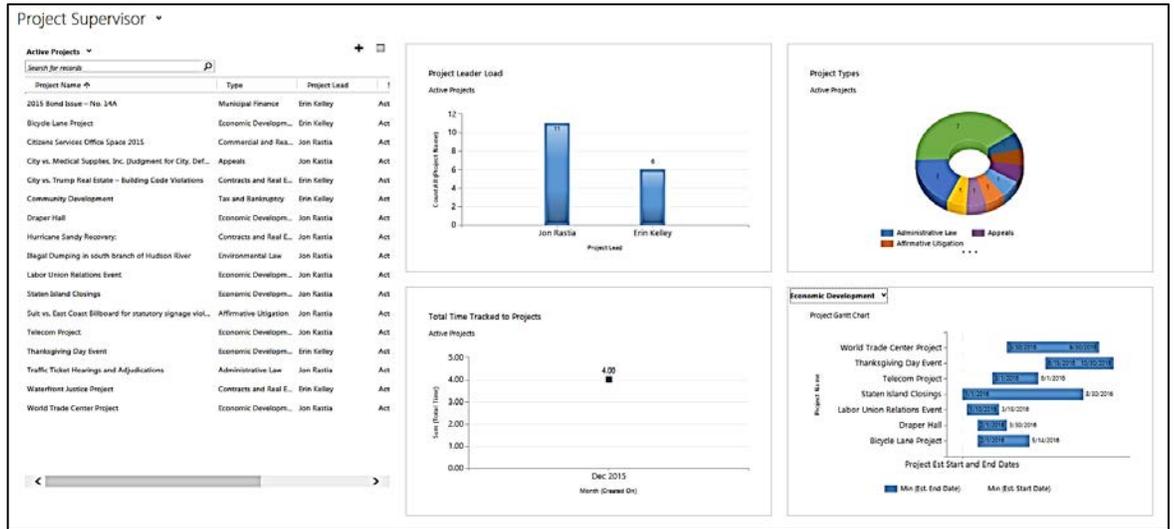


Figure 9: Project Supervisor Dashboard



Figure 10: My Time Tracking Dashboard

LCMS provides anywhere, anytime access from PCs, tablets and smart phones.

**User Interface**

Get anywhere, anytime, any device access with LCMS, so work can be performed in the office or remotely over a virtual private network (VPN) or the public Internet through a secured connection. LCMS can be accessed through a web browser or from the Microsoft Outlook client application. In addition, LCMS can be run from any PC, tablet, or smartphone, as shown in Figure 11.

**Document management**

Access case documents directly from the case record. Native integration with SharePoint provides additional editing and document collaboration from within or outside the application. LCMS also integrates with other leading document management systems, using application program interfaces included out of the box with the Microsoft Dynamics 365 Customer Engagement platform.

**Billing**

Time expended on case and project activities will be tracked and managed within LCMS. Total amount to be billed, per case or project, will be calculated based on the bill rates assigned to the staff working on that case/project. LCMS can be integrated with your existing billing / financial systems. The Microsoft Dynamics 365 Customer Engagement platform includes versatile web resources and APIs that allow for real-time integration with other systems. In addition, batch interfaces to back-office and external systems can be developed.

**Work Queues**

Configure work queues to route activities, cases, or other information to a user, team, or division based on predefined business rules. Dashboards and list views display relevant queue information. Supervisors can be notified of overdue activities through predefined business rules built into the solution.

**Integration Framework**

Native integration with Microsoft SharePoint and Microsoft Office products allows users to work seamlessly across applications. In addition, versatile web services and APIs facilitate direct integration of LCMS with other internal systems and external agency systems.

LCMS can be integrated with most systems using web services and APIs included with the Microsoft Dynamics 365 Customer Engagement platform.



Figure 11:  
LCMS Mobility

## Platform features

### Security

Get a multilevel, configurable security model, supporting field-, record-, and division-level security with LCMS. It uses role-based security to assign privileges to users. Administrators can configure user roles and permissions to restrict users from viewing, editing, or deleting sensitive information. Security rules can be applied at the field level for personally identifiable information—such as Social Security number or date of birth—to restrict users from viewing or editing this data.

LCMS uses role-based security.

### Auditing

Automatically track and log changes made to your data through record- or field-level auditing with LCMS. This lets you analyze a particular record's history, view a summary of everything that has changed, or track when a user accesses the system and the specific changes the user made.

### Error detection

Data validation rules are built into LCMS. Options set limits on data that can be stored or related to case records. Each attribute or field has specific data validation rules or limitations.

### Duplicate detection

To maintain your data's integrity, LCMS is preconfigured with duplicate detection rules. You can merge duplicate records by selecting individual fields from each record you want to retain in the permanent record, and then delete the duplicate file. The HPE LCMS framework also enables you to define additional duplicate detection rules.

### Bulk update

With LCMS, you can process bulk updates to multiple cases at one time.

### Bar-code scanning

LCMS has been preconfigured to produce bar-coded documents and labels for case jackets.

LCMS can be deployed on premise or in a hosted Cloud environment.

## Deployment options

Hewlett Packard Enterprise supports multiple deployment options. They include on premise, in a Virtual Private Cloud, Microsoft CRM Online, Microsoft Azure or a hybrid cloud. We offer traditional, subscription (Software as a Service), and consumption-based pricing (Business Processing as a Service).

## Gain these benefits

Look to DXC's LCMS. It's the ideal platform for your business process automation, enabling more efficient case and matter management, time tracking, document management and reporting. Point-and-click configuration tools make tailoring the solution easy. And the ease of use, familiarity of the application's look and feel, and fully native integration with Microsoft's business intelligence, collaboration/document management, and Office solutions makes user training and adoption easy.

The LCMS solution accelerator can be easily extended through configuration to meet your agency's unique requirements. Other legal case management solutions, built using commercial off-the-shelf (COTS) software, may offer case management and business process management capability. They, however, may not be as configurable or flexible to handle the complexity and expected changing business processes. Also, they may not integrate well with enterprise systems/legacy systems or perform modern application functions, such as data visualization.

With LCMS, client-specific functionality is implemented through configuration to the greatest extent possible. This approach reduces customization efforts and risk, accelerating the creation of a flexible, scalable, upgradeable, and integrated solution. This approach combines the benefits of traditional custom development in terms of flexibility and adaptability to support your specific needs, with the reduced deployment timelines and lower total cost of ownership offered by COTS software products. (See Figure 12.)

Justice and legal agencies realize many benefits from deploying DXC's LCMS, including simplified case management, an intuitive user interface, and a flexible solution architecture.

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Accelerates your journey to e-justice</li> <li>• Improves the user experience for your staff and the public</li> <li>• Simplifies and streamlines case management, time tracking, and reporting</li> <li>• Can be easily integrated with internal and external agency systems</li> </ul> | <ul style="list-style-type: none"> <li>• Reduces the timeframe and risk required to replace existing legacy case management systems</li> <li>• Agile and flexible platform that is easy to modify as business needs change</li> <li>• Lower TCO than existing legacy systems</li> <li>• Predictable pricing options that allow you to replace CAPEX with OPEX</li> </ul> |
|---|--|

Figure 12: Key solution benefits

## Gain from our experience

### **Achieve speed, lower price**

With DXC's Legal Case Management Solution, you don't have to sacrifice system agility and flexibility to achieve speed to market and a lower price point.

DXC Technology offers advantages that set us apart:

- 50-plus years of applications development experience, more than 50,000 applications professionals, and 1,000-plus enterprise clients in 75 countries
- More than 150 applications modernization client successes
- Proven track record of delivering Microsoft Dynamics solutions—with successful implementations for 75 clients, including 27 in the public sector
- Deep expertise in the Microsoft stack—with 12,500 Microsoft-certified professionals, 500-plus Microsoft Dynamics resources, and more than 2500 .NET developers
- More than 30 year strategic relationship with Microsoft 2013 and 2015 Inner Circle Award winner for Microsoft Dynamics, three-time Presidents Club winner (2012, 2013, and 2015) for Microsoft Dynamics, five-time Global Enterprise Partner of the Year (2000, 2003, 2005, 2007, and 2010), and “EPG Cloud Productivity Partner of the Year” in 2015
- Industrialized delivery system, backed by proven systems development lifecycle (SDLC) methodologies: CMMi L5/L3, ISO 9001:2000, certified for agile
- Geographic breadth and presence across the globe; global delivery footprint with 24 applications delivery centers
- Proven transition and transformation methodology successfully used for more than 1,000 government and commercial clients worldwide

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