



Maximizing Court Efficiency with Smart Docketing

*How One Florida Court Increased
Productivity by 500%*



Collier County Court Increases Productivity by 500% with Smart Docketing

When the great recession hit Florida between 2008 and 2009, courts across the state were left reeling from its impact. Huge funding reductions threatened all but closing many courthouse doors and efficient caseflow seemed impossible. The Office of the Clerk of the Circuit Court & Comptroller of Collier County, Florida (“Collier County”), was among many counties facing significant cuts to staffing and operations while needing to keep the rising caseloads on track. It was time to get creative.

The Challenge: Budget Cuts, Staffing Problems, and Increasing Caseloads

Facing significant budget cuts, a reduction in staff was an inevitable outcome. In Collier County, the court quickly went from 120 clerks to 74. But despite the drastic change in staffing, caseloads continued to increase at significant rates. The court workload became too much to juggle with a reduced staff. Manually entering codes, navigating to multiple screens to accomplish a single task, completing repetitive tasks, and taking the time to look up information related to different cases made it difficult to meet performance measures.



The Solution: ShowCase Smart Docketing

“ Smart Docketing helps us instantly deliver any case document by email automatically to any recipient, including parties on the case or agency partners.”

Jill Lennon, Director of Courts at the Office of the Clerk of the Circuit Court & Comptroller of Collier County

Smart docketing is a versatile process that allows the definition and automation of new processes without the need for versioning the product or expensive customization requests. Smart Docketing triggers entire processes (as shown in Figure 1), whether straightforward or complex, through entries on the case docket. A couple of examples include automatically scanning and generating forms, populating specific fields, triggering email notifications, canceling pending suspensions, or disposing of a case entirely.

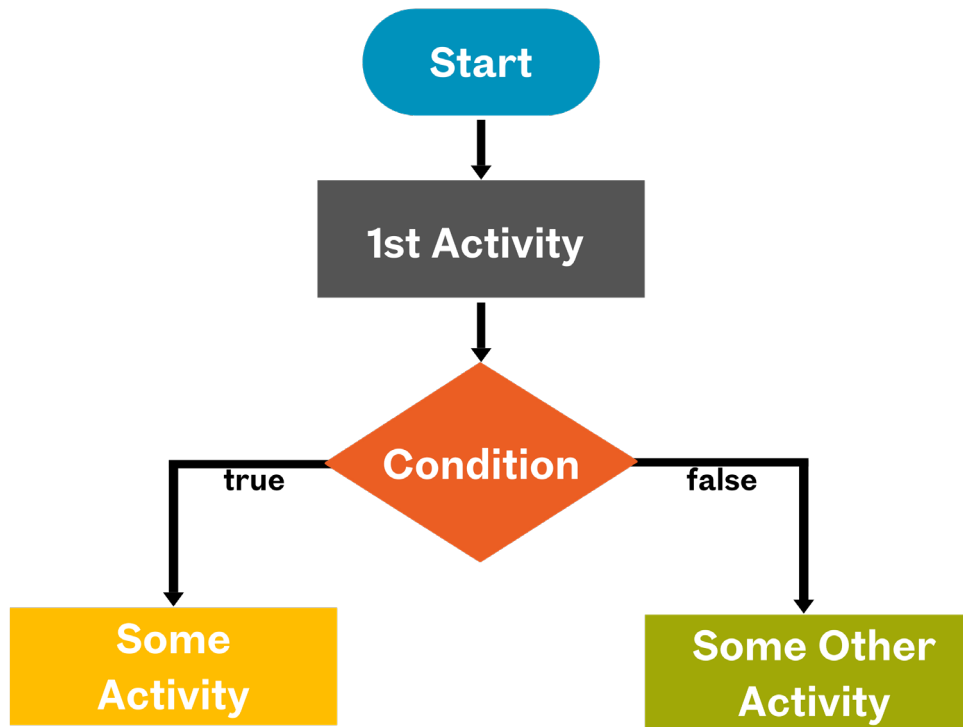


Figure 1: Smart Docketing Workflow

The Results: Increased Productivity and Fewer Mistakes

While it's easy to understand why an intelligent workflow engine that leverages automation would be useful, Collier County saw significant benefits that resulted in increased productivity and fewer mistakes. The Assistant Director of Collier County, Tami Ortiz, said Smart Docketing was a "gamechanger" and saved the staff.

After implementing Smart Docketing, Collier County was able to maximize efficiencies while addressing budget cuts and operating a fiscally responsible office by:

- Triggering end-to-end process, regardless of complexity
- Producing fewer mistakes due to automation
- Establishing process consistency across the entire court
- Instantly delivering critical information and documents to participants
- Slashing time spent on case updates and increasing productivity by 500%
- Turning workflow customization over to the Clerk of Court staff

" Since implementing Smart Docketing, our caseflow has improved dramatically. Even with fifty fewer clerks, cases stay overwhelmingly on time and on track."

Jill Lennon

The Conclusion: Smart Docketing Improves Court Efficiency

With Smart Docketing, actions like docketing a traffic school election were **reduced from 5 minutes to a mere 30 seconds**. Smart Docketing has now been applied to hundreds of scenarios in Collier County, saving their office and the community thousands of dollars. Collier County has been able to leverage the time and money saved to better support critical community and court services.

If you're interested in implementing an intelligent workflow with your equivalent CMS to automate processes and increase productivity, [contact us](#).



-50 Staff
Lost Due to Budget Cuts



100%
Performance Measures Met



0 Days
Behind Schedule