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Union City, Georgia -- "Time is money"

That old adage certainly rings true for city employees in Union City, Georgia. Syscon, Inc. installed *Court Clerk* – paperless court case management software – over a year ago. Since that time, Union City has saved time, money, and paper.

"It previously took [between] two and four minutes per citation for the clerks to key in a ticket," Chief of Police Chuck Odom said. "Now it takes less than one minute." This is in part due to the Union City Police Department using Advanced Public Safety (APS) for their mobile ticket writing. *Court Clerk* also contains a specially designed interface that brings over XML citation data for a simple two-step import, creating the case, setting the court date and assessing the appropriate fines and court costs.

This is vastly different from the process previously used by Union City. Prior to the installation of APS, an officer hand-wrote a citation and turned it in at the end of his/her shift. Citations were then transferred to the municipal courts' office the next business day. Clerks had to manually enter each citation and, in turn, create a court docket.

With the new electronic process, an image of the citation is saved to the case record. Union City previously had to maintain storage facilities for old citations to comply with Georgia retention guidelines. With the new ability to store digital copies of electronic citations, Union City has been able to save money through reduced storage space and instant retrieval of records.

"What we've been able to do is streamline a process [and] because of electronic uploads, tickets cannot get lost," said Chief Odom. He continued by describing *Court Clerk* as fast, efficient and accurate, all of which are key in the day-to-day business of the court. This applies to staff and citizens alike. "No one likes getting a ticket, but they now see a smooth system because of accurate information including names that may have been spelled wrong [in the past]," cited Chief Odom.

Getting an appropriate measure of how much more effective *Court Clerk* is when compared to the old, archaic system that was once used is difficult, but Odom estimated it to be "90% or better." To illustrate the difference, in April 2008, Union City employed five full-time and one part-time employees in the Court, processing 823 new citations through the old system. Using *Court Clerk*, Union City processed 1,799 new cases in April 2009, without a need for the part-time employee. Chief Odom enthusiastically recommends *Court Clerk* to other municipalities or counties. According to Chief Odom, small and large agencies alike can benefit from the system. The necessary interfaces have already been created and *Court Clerk* can be "picked up and installed [with ease]."

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Syscon constantly strives to make *Court Clerk* more intuitive and flexible for its users. In fact, a recent interface with Professional Probation Services (PPS) for probation payment exchange has further helped Union City's efficiency. "What used to take us three days now takes less than 30 minutes", said Debbie Kimbrell, Court Administrator.

"[*Court Clerk*] is like [going from] riding a dinosaur to [driving] a corvette," Chief Judge Antone Allison said. Judge Allison is proud of his new paperless system and he encourages other cities who wish to improve their operations to visit his courtroom.

Syscon, Inc., founded in 1973, is a leading provider of Windows-based client/server document Management software and technology services that address the needs of government entities. Syscon's family of products and services include: *PROMIS* - a public records optical management information system, *Court Clerk* - a court records and docket management system, online payment processing, and document preservation to provide digital backup and disaster recovery capabilities for existing paper records. All products feature integrated imaging and are utilized in jurisdictions with populations ranging from 1,500 to over 750,000.