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Syscon Court Clerk System Improves Accuracy, Productivity and Satisfaction

It might seem that managing court records in a small municipality like McComb in Southwest Mississippi would be an easy task, but appearances can be deceiving. The Municipal Court in this city of about 20,000 individuals carries a heavy and demanding caseload. But the burden was lightened in May 2009 with the introduction of the Syscon Court Clerk court records and docket management system.

“We are a small staff, and we used to spend hours entering data, coordinating case records, searching for information and manually filling out forms,” said Greta Stewart, McComb Municipal Court administrator. “We love what Syscon has done for us.”

The Court Clerk system comes with standard features that include multi-user secure access, case administration and tracking as well as maintenance and faxing of information regarding docket entries, fees, judges, officers and attorneys. Special features available when needed include an interface to export case information to state agencies and detailed tracking of court case activities, including due dates for hearings, trials, programs and payments.

Of special benefit to the McComb court has been Court Clerk’s easy conversion and integration of records from two existing databases and the management of court fees and after-court management.

“With the incorporation of all our files electronically, we click one button and access, or update, all pertinent files,” Stewart said. “We can even sign documents electronically using a fingerprint-recognition interface. We have no problems with accuracy and accountability.”

With a small staff and a heavy workload, training and support were important considerations for the McComb office. “The training was fast, easy, and anytime we’ve had a question we get immediate response,” Stewart said.

“Syscon has also helped us provide information quickly to officers of the court, including police officers, and the public. This system brings everything together and has saved us a lot of time and made us more efficient.”

Syscon, incorporated in 1973, is a leading provider of Windows-based client and server document management software and technology services that address the needs of government entities. Syscon's family of products and services includes: *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 counties and municipalities with populations ranging from 1,500 to over 750,000.

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