



BancTec Case Study
S-Pro 180 Scanner, SpeedFIRST and SpeedFIRST Image Workstation

Eastern Region Scanner Sales
24 Long Green Court
Silver Springs, MD 20906
301-460-2352

From the Backroom to the Courtroom, BancTec Scanning Package Streamlines Efficiencies at the First Judicial District of Pennsylvania Juvenile Court

Profile

Customer: First Judicial District of Pennsylvania, Court of Common Pleas, Family Court Juvenile Division
Address: 1801 Vine Street, Philadelphia, PA 19103
Phone: (215) 686-4100
Web site: <http://courts.phila.gov>

Function: Family Court System, Juvenile Division

Juvenile Court Employees: 500

External System Users: Over 400

Deputy Court Administrator: Mario D'Adamo

Manager Program Development: Joseph Giantomaso

Manager, Imaging and Document Management: Fran DeJohn

Project Manager/System Integrator: Don Mickey, Carrigan Group, Inc.

Scanning Solution: BancTec Pro 180 Scanning Package (includes S-Series 180 Bitonal Scanner, SpeedFIRST™ capture software, SpeedFIRST™ Image Workstation), 2 Fujitsu 4097D Scanners

Document Volume: Over 30,000 per month
Shifts per day: 1
Scanning Staff: 9

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The Scope of the Imaging Project

Converting the paper-based, manual records system to imaging was quite an undertaking, as approximately 22,000 active juvenile files must be maintained at any given time. In addition to the new documents that come in on a daily basis, some 454,000 paper files line the walls of the Juvenile Division's record room. As those files become active, they also must be imaged.

One of the JACS project goals was to create images of all juvenile case related documents to be available on the desktop of any authorized system user. That includes over 450 juvenile staff as well as external users such as the police department, District Attorney's Office, Public Defender's Office and Department of Human Services. Automating the system would eliminate the paper chase involved in tracking down records, saving valuable time and money through streamlined efficiencies.

BancTec's Scanning Solution

At the onset of the JACS project, a bid went out to nearly 70 imaging vendors in search of the right scanning solution. Carrigan Group, Inc., was selected and introduced BancTec's SpeedFIRST (SF) capture software and SpeedFIRST Image Workstation (SFIW) for quality control.

Background

The Juvenile Division of Pennsylvania's First Judicial District has recently undergone what has been called one of the most important changes within the Family Court system in over 100 years. November 4, 2002 marked the implementation of JACS (Juvenile Automated Computer System), an imaging and document management system that has revolutionized the court's organizational structure when it comes to processing and managing juvenile case records. Less than 6 months after the system's initiation, more than 35,000 juvenile records had been scanned.

"BancTec/Carrigan were the only companies that actually brought in equipment and showed us a live demonstration," says Joe Giantomaso, Manager of Program Development for JACS. "All we got from the other vendors was theory. The BancTec solution performed." The BancTec software was therefore chosen to work in conjunction with two Fujitsu 4097D scanners.

Midway through the JACS program, however, due to internal changes, Carrigan Group's responsibility was elevated from scanning and training to overseeing the entire project. As the newly appointed Project Manager, Don Mickey of Carrigan reassessed the imaging workload. "Looking at the volume of work," he says, "it became apparent that we needed a more powerful scanner – something that would be bulletproof." The BancTec Pro 180 scanner was the workhorse needed and was purchased in July, then delivered in August, for integration into the JACS application components.

The Pro 180 performed beyond expectations and was shipped to its permanent location where JACS Manager of Imaging and Document Management, Fran DeJohn, supervises the scanning unit. BancTec/Carrigan staff spent a week on-site to train DeJohn in the system's use, its day-in/day-out procedures and maintenance. DeJohn was then handed the baton to train his new staff, which consisted of 8 former clerks and typists within the court system who had no computer experience. After 2 weeks of training on document preparation and another 2 weeks focused on scanning, the newly formed Imaging and Document Prep Department was ready to go.



"I was surprised how quickly my staff learned the new system," says DeJohn. "I think they surprised themselves! It was very easy to use."

He continues, "It is quite significant that we were able to upgrade employees in their job skills and not add staff or additional costs when we implemented the scanning solution."

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New Efficiencies Transform Record Management

The JACS undertaking was formidable and there was some skepticism among some court staff that the system would do all it promised. Those doubts, however, were soon replaced with delight in a solution that eased the work process from the backroom to the courtroom.

For years, individuals had made record requests in writing, then were required to physically go to the record room, sign a login and request permission to view and make photocopies of selected documents within a juvenile file. While the police department was permitted connectivity to the court's mainframe, only limited information was accessible and retrieval was extremely slow.

Now that images are available on the desktop, those seeking to view records simply make a request, and based on the individuals' access/security levels, are permitted entrance into the JACS system. The access/security controls built into BancTec's SFIW restrict access to authorized individual/records only, guaranteeing security that the manual system could not. For the District Attorney and the Public Defenders offices, a LAN/WAN connection now puts system users (based on access/security levels) directly into JACS, where they can take advantage of BancTec's graphical user interface (GUI) and get instant access to more information than ever before.

The tedious process of adding information to a juvenile file is also a thing of the past with JACS. Probation officers, for instance, would handwrite reports and plans on legal pads, which were sent through interoffice mail to a typing pool.

Probation officers in the court's two satellite offices depended on couriers to pick up and deliver the handwritten documents. It could then be days or weeks before a typist got to a set of reports and returned the typed version to the probation officer for review. If approved, the reports would then go into the juvenile file.

Today, an entire new department exists for juvenile file intake, scanning and management. Probation officers deliver files that are scheduled to be heard in court within a week or two. The document prep work begins with breaking the files down by barcode types, identifying the juvenile number. The documents are then scanned, the barcodes read, and records put into separate folders, according to barcode designations. The barcodes also hold data, which could include anything from institution reports, mental health assessments and petitions to anything the probation officer deems important.

After the entire file is captured, it goes back to the juvenile probation officer, who keeps the records as backup. An endorsement number on the back of the file shows that it has been scanned. That feature comes standard with the Pro 180, and BancTec wrote custom code for the Fujitsu scanners to provide the same endorsement capabilities.

Since the JACS implementation, records are where they're supposed to be and not a single piece of paper has been lost. According to Mario D'Adamo, Deputy Court Administrator, "The controls provided from SpeedFIRST, BancTec's ability to capture the barcode, and the endorsement feature have provided the court with an immeasurable sense of reliability."

In the courtroom, judges and staff are now able to pull up any document image they need and view it on a PC with a flat panel monitor. Because the juvenile files are broken down into different folders, JACS users simply inquire on a juvenile number and pull up the specific information requested.

Under the manual system, judges and their staff would have to search through an entire file, which can be 2 to 8 inches thick. If a particular record was needed in court, multiple photocopies had to be made for distribution to all parties involved. Any given record could be as many as 25 pages long. Now, each individual

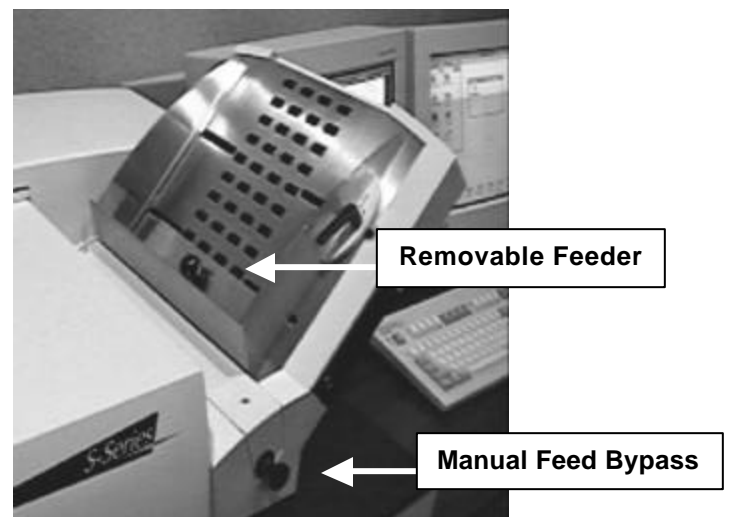
appearing in court merely prints an image of the document needed.

"From the beginning, BancTec support has been terrific. Whenever we ran into any glitch or technical problem – which was always minor – BancTec came right out and made the necessary adjustments. They still call to ask how things are going and pop in to check the machine out. Everything's working great." – Fran DeJohn, Manager of Imaging and Document Management

Fabulous Features

A number of features make the BancTec solution number one in the eyes of the court's JACS staff. "It was very important for us to have a scanner that was relatively simple to use and, at the same time, able to handle the diversity of paper types contained in our records," says DeJohn. File documents are different sizes and range from old, yellow onionskins that are barely legible to crisp, laser printed sheets.

Pro 180's straight paper path and vacuum technology to detect double feeds are lifesavers in light of the condition of some court records. "The flat paper feed allows us to scan as many as 200 sheets a minute," shares DeJohn.



"Image quality on the Pro 180 is perfect," he adds. If there is a problem with an image, it is immediately detected. BancTec's GUI enables operators to view the image on the screen as

the document is fed through the scanner, stop the process and reject the image, so that the problem can be corrected and the document rescanned. If necessary, the versatile Pro 180 allows documents to be hand-fed for rework and corrections.

Support You Can Count On

“From the beginning, BancTec support has been terrific,” DeJohn relates. “Whenever we ran into any glitch or technical problem – which was always minor – BancTec came right out and made the necessary adjustments. They still call to ask how things are going and pop in to check the machine out,” DeJohn continues. “Everything’s working great.”

The seamless integration of BancTec hardware and software are key to the system’s ease of use and overall success at the Juvenile Court. Since the system came up in November 2002, Giantomaso notes *not one change has been made to the SpeedFIRST system.*



And if volumes increase, the BancTec solution provides built-in capacity to handle it – without having to buy another scanner. From a cost perspective, Pro 180 has been a valuable investment. D’Adamo estimates the ROI to be less than a year.

DeJohn sums up the court’s experience with BancTec like this. “With BancTec, we get dependability and fast, reliable service. And at the end of the day, the imaging system works. We can’t ask for anything more than that.”

BancTec, Inc.
 2701 E. Grauwlyer Road
 Irving, Texas 75061
 1-800-BancTec
www.banctec.com



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