



Case Study: Bexar County



Customer Overview:

The Bexar County District Clerk is primarily the Clerk of Court for the twenty-four District Courts of Bexar County (13 Civil, 9 Criminal, and 2 Juvenile). The District Clerk is the administrator of all district court files, records, effects, and the conservator of the court registry.

Challenges

The responsibility of the District Clerk is to provide Bexar County citizens with access to information and documents pertaining to criminal, civil, juvenile, and adoption records.

The Clerk's office manages more than three million documents per year. Up until 1996, everything was handled manually and all documents were stored as paper files within the County offices. The Clerk was faced with many challenges because of outdated equipment and processes: access to documents was laborious because of the paper-based system, security was not state-of-the-art, and space for storing the documents was limited.

The Clerk's office needed to develop a new business processing system to serve the judicial processing, recordkeeping, and information access needs of Bexar County taxpayers. The Clerk's office also needed to provide the information needs of Bexar County judges and fulfill the official records management requirements of the Bexar County District Clerks office.

Solution

The District Clerk conducted a thorough selection process focusing on our key criteria: knowledge, capacity, functionality, and price. The Clerk selected Global 360's solution based on its high quality in each of these areas. "Global 360 was selected as our partner for this project because of our own staffing limitations and primarily because of Global 360's ongoing commitment to support Bexar County," said Tim Palmquist, Records Division Chief, Bexar County District Clerk.

The team successfully transitioned more than 9 million archived records and 1.5 million current records over to the new system. The solution began with a backfile conversion of criminal and civil cases, which consisted of document preparation, document capture, indexing, and validation.

The Clerk's office required on-demand retrieval of documents during the capture process and Global 360 supported that need flawlessly. After the initial filming and indexing, the team began in-house scanning, indexing, and then backing-up of documents to film for disaster recovery. The project team consisted of four in-house people and 15-20 Global 360 team members all working full time.

The document imaging (File360) applications are integrated with the Bexar County Courts Case Management system (internally developed, Civil and Criminal). Currently, the Clerk has 39 licenses and will expand that to 75. The department will continue to expand the use of File360 into other county and state agencies. "The use of Global 360 software and services is at the core of the management of court case files for Bexar County. Therefore, the relationship, services, and software are strategic to the Bexar County District Clerk's efforts to serve the public," said Tim Palmquist, Records Division Chief, Bexar County District Clerk.

Challenges

Managing more than three million documents per year using an outdated paper-based system with little security and limited storage space, Bexar County needed to develop a new business process system to serve the judicial processing, recordkeeping, and information access needs of Bexar County taxpayers.

Solution

Bexar County deployed File360 to provide faster and more secure access to information for citizens of Bexar County, reduce costs for the department, and consolidate case file information into digital format to streamline access.

Results

Bexar County enjoyed more than \$300K savings in expenses within the first year, lowered the total cost of service for the county, and improved the speed and quality of service while service request volumes continued to increase.



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Results

Bexar County relies on Global 360 to lower the total cost of services through the document management system by enabling existing staff to handle increasing case loads. Within the first year, the Clerk's office saved more than \$300K in expenses as direct result of the new Global 360 solution. Global 360's high volume conversion capabilities have enabled the clerk to meet its stated goal of maintaining 10 years of paper case files in its records center. Global 360 was able to take the backlog from 25 years down to its goal of 10 years. Global 360 has converted over 100,000,000 images for the district clerk's office. This has allowed the Clerk to reallocate the staff to the task of serving the public rather than maintaining files. Customers are able to retrieve images files from a workstation in a matter of seconds, as compared to waiting for paper files to be pulled from the records center or for access to a microfilm reader printer for printing copies from microfilm. "Our team loves the new system. It is easy to use, we can provide better service, and we therefore have happy customers," said Tim Palmquist, Records Division Chief, Bexar County District Clerk.

