

## SCOTTSDALE CITY COURT

### CUSTOMER SITUATION

Due to staff shortages, Scottsdale City Court experienced a large backlog, 12 months' worth, of civil and criminal case files to be imaged. The court has an in-house scanning solution; but because it was understaffed, the Court could not keep pace with the demand.

The Court was required to photocopy these undigitized documents many times and send them to the parties involved. Handling so much paper was costly, time consuming, labor intensive, and expensive to store.

After attempts to eliminate the backlog in-house, it was decided to find an outside vendor to assist in reducing backlog.

### SOLUTION

Though some of the undigitized files had bar codes to help identify them, many of the bar codes could not be read, and there were many files that did not have bar codes at all. So ICM began by manually indexing the files to match the Court's database entries.

Some documents, such as the Sentence and Judgment Form and Original Citation, required special treatment because they needed to be scanned and retained in hardcopy; and the remaining papers were to be destroyed.

When the Court received the completed project from ICM, the staff validated the information to its database. The Court now accesses its documents and fills requests for copies using the Hummingbird™ Enterprise Document Management System.

### BENEFITS

Scottsdale City Court was able to save sta time for core tasks by allowing ICM to handle the conversion process. Digitizing the backlog of documents enabled the sta to supply documents electronically to those who needed to review them. This reduced paper, handling, and shipping costs, and the risk in moving paper and its important content.

The court was able to regain its storage space, which is now used for new offices.

Scottsdale City Court was more than satished with the quality of work performed by ICM.