



BRINGING THE POWER OF TOMORROW TO BUSINESS TODAY

SOFTWARE: OnBase Web Services
OnBase API
Existing OnBase System

Snap App

EQUIPMENT: none

APPLICATION: Remote Party Case File Access Solution

CHALLENGE: Customer has been scanning Case Files in OnBase for over 6 years. The resulting electronic files have been made available via OnBase controlled security to approved internal employees since the system was installed. However, the electronic files have never been made available to the general public, including citizens with applicable rights to view cases for which they are an approved party to.

For the general public, individuals were required to visit the Records Department where they would complete and submit a Case Request Form in order to have files made available to them. Once a request was processed, the unrestricted portion of the case file was pulled and provided to the requesting party.

The customer was aware that the existing solution was very time consuming and required greater personnel time as the demand for case party access grew. It also burdened the requesting party as they had to physically go to the Records Department to submit requests.

With the goal in mind to improve customer service to case party users, while improving internal efficiency in meeting external demands, the customer wanted to implement an on-line solution for providing remote party access to applicable case party users.

SOLUTION: OSAM worked closely with the customer to develop a Remote Party Access Solution which provides outside users access to cases for which they are an approved party. The solution is completely web-based and integrates directly with multiple back end systems for access permissions, as well as a third party system for purposes of user

identification and authentication. Thus, all users are required to create a user profile for on-going system access. Once validated, users are able to access any case for which they are an approved party, thus building their own active case file lists. The system provides access for both attorneys and individual case party users.

The solution rolled out to specific attorneys in October of 2007, and is expected to ramp up to include thousands of case party users and attorneys, as they become aware of the alternative for remote access. The customer is extremely confident that the project will not only meet their goal for improved customer service, but vastly exceed expectations as the solution continues to expand.

CONTACT LEVELS: End Users, Department Managers, C-Level employees

CUSTOMER COMMENTS: The customer has commented numerous times about the level of service this solution is providing not only to the general public, but also attorneys that constantly require access to case files. The goal is to have the solution completely rolled out within the next 6 months.