

Online Dispute Resolution

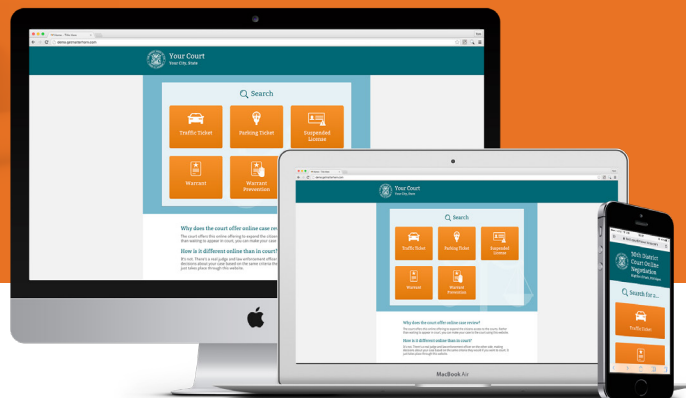
Increase fairness and access to justice

Faced with backlogs, too-high default rates, and long lead times in case resolution, courts are embracing online dispute resolution (ODR) to improve efficiency and make the most of limited resources. Far beyond simple process improvement, this innovative technology increases transparency, access to justice, and equity for all citizens.

Courts use **Matterhorn ODR** to let the public resolve family cases, small claims, and traffic/criminal cases online from anywhere. ODR is integrated with your equivalent Case Management solution for seamless workflows and reporting.

- Family Cases
 - Increase year over year child support compliance (and payments) by 29%
 - Reduce show cause hearings by 29%
 - Reduce warrants by 33%
- Small Claims
 - 34% engage out of court hours
 - Increased "positive dispositions" in small claims cases from 44%-76%
- Traffic/Criminal
 - Up to 76% public engagement out of court business hours

**Based on before/after Matterhorn implementation*



Resolve cases online with a guided process of reaching a resolution that is acceptable to everyone.

“With ODR, cases are closed 50% faster and defaults are dramatically reduced - from 15% to less than 1%. While case volume may rise overall, staff time spent on routine hearings and procedures is less than 20% of what it was*.”



With ODR, you have the ability to clear more cases faster – reducing case backlogs and freeing up time for both law enforcement and court personnel to focus on more pressing cases and duties. Accelerate your revenue collection by closing cases earlier.

ODR saves time. High participation rates have contributed to significant resource savings for courts—particularly in staff time and the related cost savings. Combined court staff time per hearing was 157 before ODR implementation, to 27 minutes after.

Improve efficiency and make the most of limited resources.



Empower the public to participate in the legal process on their own schedule



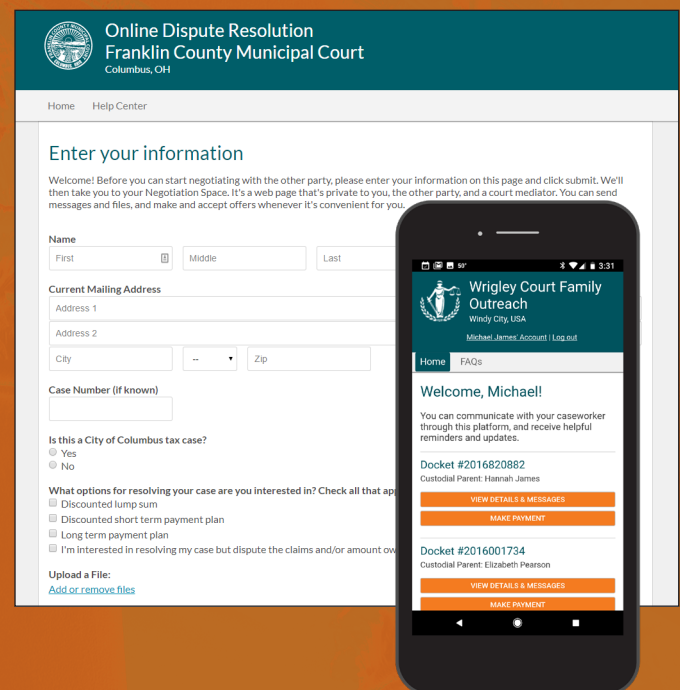
Resolve cases and collect fines faster with fewer defaults



Directly communicate with the court to resolve legal obligations

Review and resolve many claims and complaints completely online

- Give the public their day in court online, from their own device
- Decrease defaults and number of hearings
- Judges, magistrates, and court staff remain involved, yet spend less time on these activities
- Offer 24/7 service without 24/7 staff
- Seamlessly integrate with your payment system
- Cases through ODR close an average of 72% faster



About equivalent

We are driven by a justice system that instills confidence through its processes and is accessible to all citizens. Like you, equivalent aims to embrace community while advancing justice and deliver better outcomes to all who touch the justice system. We do this through our deep domain knowledge, modern technologies, and expert services that help promote public and individual safety by informing decisions at every step. As fellow stewards of justice, equivalent is committed to your mission and we value your ideals. Our people operate with fairness and integrity, believing that there is no such thing as "good enough".

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