



Case Study

-50

staff lost to budget cuts



100%

performance measures met



0 days

behind schedule



Collier County Clerk of the Circuit Court & Comptroller

When the great recession hit Florida in the mid-2000s courts across the State were left reeling from its impact. Huge funding reductions threatened to all but close many courthouse doors and it seemed that the efficient flow of justice hung in the precipice. The Clerk of the Circuit Court in Collier County was among many facing significant cuts to staffing and operations while challenged to keep their rising caseload on track.

It was time to get creative.

»» The Goal

Stay current with workload despite fewer resources, reduce manual processes, eliminate bottlenecks, ensure accuracy and attention to detail, keep cases flowing for the court.

»» The Solution

ShowCase Smart Docketing

The Collier County Clerk of the Circuit Court envisioned a solution that would streamline case processing so that fewer resources and touchpoints were needed. By working with equivalent a new component called Smart Docketing was created automating hundreds of processes with its intelligent workflow engine.





ShowCase Smart Docketing helps the Collier County Clerk of the Circuit Court maximize efficiencies while operating a fiscally responsible office by:

- Triggering end-to-end processes, regardless of complexity
- Instantly delivering critical information and documents to participants
- Slashing time spent on case updates, increasing productivity by 500%
- Turning workflow customization over to Clerk of Court staff



Since implementing Smart Docketing, our caseflow has improved dramatically. Even with fifty fewer Clerks, cases now stay on-time and on-track.

Jill Lennon, Director of Courts
Collier County Clerk of Courts



» The Outcomes

Right away, ShowCase Smart Docketing showed its “smarts”, reducing tasks that previously took Clerks several minutes to mere seconds. Actions like docketing a traffic school election went from five minutes to 30 seconds.

The Collier County Clerk of the Circuit Court has applied Smart Docketing to hundreds of scenarios like this, saving their office – and the people they serve – thousands of hours (and dollars) that can now be directed to other critical citizen and court services.