



Case Study

Clerk & Comptroller, Palm Beach County

2,000
cases a week



Compliance
program is nationally
recognized



Exceeds
state mandated
performance measures



Handwritten information. Manual calculations. Paper calendars. The Clerk & Comptroller, Palm Beach County team found themselves in a perpetual state of back-log. Handwritten information moved from one place to another before being entered in their ShowCase CMS. Accuracy errors were frequent. Judges, clerks, and attorneys were wading through complex forms and manually calculating fines and fees — all before the parties could leave the courtroom.

They knew they had to make a change.

» The Goal

Streamline case processing, reduce error potential, drive down wait times, eliminate redundancies, get (and stay) up-to-date.

» The Solution

ShowCase In-Court Processing (ICP)

The Clerk & Comptroller, Palm Beach County worked with equivant to develop ShowCase ICP, which allowed courtroom staff to match the pace of their busy judges. ShowCase ICP now handles all criminal and traffic dockets in the county.





ShowCase ICP helped the Clerk & Comptroller, Palm Beach County maximize their efficiency, reduce errors, and increase collection of statutory penalties by:

- Electronically generating documents and recording official signatures
- Automatically assessing fines and fees
- Documenting court actions in real-time
- Providing immediate access to up-to-date information



Before ShowCase ICP, it would take us about three days to catch up with the cases coming from court. We are saving significant time and money office-wide, and those benefits have quickly extended out to our justice partners and ultimately to the citizens we serve.

Louis Tomeo, Director of Criminal Court Services, Clerk & Comptroller, Palm Beach County



» The Outcomes

Within two months of launching ShowCase ICP in criminal courtrooms, Clerk & Comptroller, Palm Beach County's Office was exceeding all performance measures for timeliness. Defendants who are due for release from jail are processed efficiently and without unnecessary delay.

Mental health courts, drug courts, and veteran's treatment courts now receive more timely and complete information about cases and defendants who are eligible for their programs. Increased data sharing with law enforcement agencies allows the Office to receive new citations electronically.

