

# Pega for Courts Management

Innovate incrementally to improve judicial outcomes and operational efficiency

A Pega data sheet

## Low-risk change. Reduced cost. Better informed judgements.

Constituent-focused design has traditionally not been at the heart of how our end-to-end judicial systems operate. Today, accessing and executing real justice has become difficult for everyone. Outcomes are sometimes inequitable. Cases are delayed because of incomplete or dated information.

The right technology can help solve these problems, and more. The Pega® Government Platform (PGP) package empowers justice agencies to build low risk, mission-critical applications incrementally.

### Our solution is:

- Based on a single, unified platform, including business process management, case management, decision management, and customer relationship management (CRM) technology.
- Delivered with a robust set of government-specific processes, data models, portals, dashboards, and other accelerators.
- Coupled with Pega's unified, omni-channel CRM platform, crossing the service delivery ecosystem to connect law enforcement officers, court staff, plaintiffs and offenders and their representatives, and other stakeholders.
- Built to allow court staff and the public access to permitted data to make judicial operations more transparent.
- Integrated with e-filing and document management solutions to provide a paperless judicial and court process, while improving efficiency through sophisticated case management functionality.

### Why do government agencies choose Pega?

- Pega is ranked by analysts as a leader in customer engagement, case management, intelligent business process management, and digital process automation.
- Our unique model-driven development technology eliminates hard-coded programming that makes traditional applications hard to build and change.
- Our solution adapts to diverse court and law enforcement agency requirements, channels, geographies, and regulations.

### Challenge

Fair and timely access to justice is a basic human right, but it's hard to deliver real justice with aging legacy software systems and processes. Many current systems are fragmented and not fit for purpose – and they typically serve the needs of those delivering justice, rather than those receiving it. These systems no longer meet the needs of multiple stakeholders in the justice continuum.

### Solution

The Pega Courts Management solution is a unified government platform empowering all justice stakeholders to configure connected solutions to meet both common and specialized needs. Our solution combines best-in-class business process management, case management, constituent relationship management, and government-tailored capabilities. The result: personalized and collaborative case management to drive constituent-centric, outcome-driven justice services.



## Pega's powerful technology facilitates seamless, collaborative service delivery across the entire justice continuum.

### Courts administration

- The Pega® Government Platform (PGP) solution supports end-to-end court administration, including case scheduling, progress monitoring, jury booking, attendance monitoring, penalty/debt management administration, and case presentation in the courtroom.
- Stakeholders can capture offenses and supporting evidence electronically and, for certain cases, at point of the offense. This data is available through subsequent proceedings.
- Pega's solution fully integrates E-Discovery and Enterprise Content Management (ECM) solutions.
- With Pega, changes are made incrementally using legacy solutions and data in a "wrap and renew" approach – no need to rip and replace.

### Streaming and online interaction

- Stakeholders in civil cases can automate manual triage activity to facilitate streaming, using business rules, artificial intelligence, and the Pega® Customer Decision Hub solution, leading to improved resolution of cases and more consistent judgments.
- Pega can create menu-based self-service "straight-through processing" – in cases where culpability is not being contested and penalties awarded – according to the rules and characteristics of the case.
- The plaintiff, accused, and court staff can access online guidance, including information and options for both the contested and uncontested route through the process.
- Pega's solution is accessible via any channel – mobile, social, online portal, and more.

### Pre-trial incarceration

- Pega's solution supports pre-trial assessment of a defendant, using relevant online information about the offense and defendant – as well as the associated policy, laws, and rules – to deliver a risk score.
- These risk scores enable judges to make more informed, real-time decisions about the appropriate next best action for a defendant pre-trial, improving public safety and reducing costs. Pega's solution is used by New Jersey Courts as part of justice reform advancements.

### Rehabilitation

- Pega delivers a secure, centralized data and case management system, so organizations in the rehabilitation space can help stop ex-offenders from falling back into crime and improve lives of those who are trying to get back on track.
- With Pega, these systems can easily integrate with other government organizations to ensure real-time information and a complete customer profile, allowing case workers to support the best outcomes.

For more information, visit [pegacom/government](http://pegacom/government)