

With More Than 50 Justice Case Management Systems Evaluated, a Clear Leader Has Emerged.

Summary Results From Crowe's Forthcoming Research



Crowe Evaluates Case Management Systems to Identify the Best Option

Crowe Horwath LLP has provided technology consulting services to a diverse range of public sector organizations for more than 40 years. Our dedicated justice and public safety team has assisted government leaders in their efforts to boost performance and promote collaboration.

Why Crowe Undertook the Study

For more than a decade, Crowe has been helping justice officials meet court case requirements and address the rising demand for services. Through these engagements, clients have requested our assistance to improve their systems and processes. Outdated technology systems are holding back these efforts, highlighting the clear need for a more effective strategy to manage increased case loads. In addition, companies have had difficulty identifying the product that can best meet their current and future needs, conform to national standards for integrated justice, and deliver the greatest return on investment.

To develop the best and most comprehensive offering for justice systems, Crowe conducted an analysis of the available solutions on the market.

Key Criteria for Ranking Case Management Systems

Drawing on a deep knowledge of justice organizations, our team established fundamental criteria that each solution must meet.

- **Web-based platform.** Departments are seeking Web-based technology to provide easier, enhanced access for all stakeholders - including the public – through the deployment of e-services.
- **Highly adaptive and configurable.** As the reach of justice systems is evolving constantly, the solution must port easily from one jurisdiction to another, configure drop-down boxes, and create fields.
- **Intelligent and dynamic.** The solution must be capable of automating complex decision-making driven by externally defined complex business rules that can be changed dynamically to meet real-time business needs.
- **The ability to extend beyond case management.** The solution must serve supervision agencies, law enforcement, prosecutors, public defenders, corrections agencies and others while maintaining privacy and security.
- **Integration capabilities.** The solution should not only be able to integrate easily with other systems and conform with national data-sharing models including NIEM and GRA, but also be able to orchestrate information exchange across an enterprise.

The Bottom Line: Crowe Selects iJustice™ – the Future of Integrated Justice

We evaluated more than 50 solutions and then assessed each company's vision, product, and capacity. Based on this deeper analysis, a clear leader emerged.

Crowe identified the iJustice solution by Integrated Software Specialists (ISS) as the technology solution that can best serve the needs of justice systems. While many companies are attempting to offer an integrated justice solution, ISS has taken a more comprehensive approach.

Why iJustice Emerged as the Clear Leader

The iJustice solution was specifically designed and built to integrate information from disparate systems – not as an add-on but by providing a comprehensive framework to facilitate case management among multiple parties. ISS is well versed in integration challenges and has helped organizations implement the platform to achieve an integrated justice system.

iJustice features the following capabilities:

- An intuitive Web-based delivery platform that supports e-services;
- High configurability, which enables the platform to adapt to evolving needs;
- Enterprisewide automation through intelligent orchestration of information and notifications;
- Advanced analytics, dashboards, and ad hoc querying capabilities when and how you need them; and
- Conforms with national models, including NIEM and GRA, to serve all justice departments.

As the framework for an integrated justice system, the iJustice solution offers virtually every justice department the functionality it needs to achieve seamless integration, increase efficiency, and boost performance.

Contact Information

Vicky Ludema
800.599.2304
vicky.ludema@crowehorwath.com

