

Case Study UniServe™ Dox

UniServe™ Dox - A single platform, integrating multiple systems

The objective of the TOR is to implement a Lawyer Information System that will facilitate the management of the processes and information related to the conduct of the Bar Examinations, covering submission of applications to take the examinations, processing of grades of the examinees, and maintenance of the lawyer's profile.

The LIS, as an upgrade, will replace the two current bar-related systems of the Supreme Court, and will have an online facility where students and faculty can access from a single platform.

The Supreme Court of the Philippines (SCP), is the highest court in the Philippines established by the second Philippine Commission on June 11, 1901. Their goal was to implement a Lawyer Information System (LIS) that facilitates the complete management of the processes and information related to the conduct of the Bar Examinations.



Challenges

Their aim was to replace the three main bar-related operating systems of the Supreme Court and have an online facility in the Judiciary Portal where applicants could submit their applications to take the bar examinations.

- Most of the systems present are closed legacy systems
- Change management in the legacy systems was difficult
- Most of the process are manual
- Data is present in silos and repeated manual activities
- Data spread across disintegrated systems made it difficult to manage administration
- Multiple systems were handled manually and reduced efficiency

UniServe™ Dox at work

The prime objective of the platform is to enable the streamlining of business and information processes, Paperless (or less paper) and process automation that gives the freedom to create, manage, scale and evolve rapidly and dynamically in this disruptive Digital age.

UniServe™ Dox and its configurable options helped us to create main applications that helped in change management, process automation and gain single view of all the processes in the system.

Intelligent Digital Forms helped eliminate manual and typo errors, reduce compliance issues, longer wait times and duplication.

Digital Forms (e-form)

Intelligent Digital Forms helped eliminate manual and typo errors, reduce compliance issues, longer wait times and duplication. With the help of digital forms they were able to remove paper forms, validate the input data, and cut costs of managing several types of forms and deliver superior customer experience.

Workflow Automation

Workflow Manager provides effective support systems for users/lawyers to set business rules and take informed decisions in an appropriate and timely fashion. It helps in automating the business processes that are involved between and within the departments to enable better control.

Process:

1. Application request on SCP's Online Application System web interface
2. Backend validation of information submitted
3. Internal users at SCP accessing two current bar-related systems interfaces to:
 - Conduct exams
 - Allocate centers/hall tickets and
 - Post results online
4. Another system tracks registered lawyer's courses enrollment to completion and timely notifications

API Integration

UniServe™ Dox supports industry standard APIs in the transfer of data by creating a connection between systems.

User Manager

User Manager helps to create users required to configure and maintain the system and also provides role based access as per the business needs. It allows to create groups, roles, and grant permissions to specific user, password creation and OTP generation. Business Rules Engine is enabled to write conditions without the need to code/program.

Document Repository

The application facilitates storing of multiple folders, storage of documents with different file formats, searching and viewing of stored documents and updates any modifications made by the applicant. The document repository is tightly integrated with the workflow module to automatically or manually initiate Bar Examination application's approval and review process.

Bridged silos of the three main systems with single application sourcing information from multiple systems to present and disseminate information to various judicial stakeholders

Alerts Manager

The Alerts Manager sends relevant personalized responses, alerts needed to be sent at the right time based on user preference. Business rules are configured to define conditional alerts within the application interface.

Audit Trail and Reports Manager

Audit Trail enables the court to track and control the whole system at any point of time like log in, log out, user creation/ modification/ deletion. It maintains a comprehensive log of all activities performed by various users / groups that are listed by events, dates, time, category, user and comments.

Benefits

- Bridged silos of the three main systems with single application sourcing information from multiple systems to present and disseminate information to various judicial stakeholders
- Transitioned from a desktop application to a web based application making it easily accessible to all applicants and lawyers
- Automation of processes enabled better control leading to improved efficiency and productivity
- Easily manage common business processes by attaching business rules that specify and control actions
- Faster and efficient online platform for the judicial users to manage their information
- Flexibility to define users according to the judicial hierarchy and providing access permissions for various groups
- Workflow enables easy and faster change management to create/modify/save workflows



Copyright © Intense Technologies Limited. All rights reserved.

Intense Technologies Limited is a global enterprise software products company, headquartered in India with a strong presence in USA, LATAM, EMEA and APAC. Our enterprise software products are used globally by Fortune 500s for building agility by digitalizing customer experience lifecycle.

To know more about our solutions, visit www.in10stech.com or e-mail info@in10stech.com