Supply of IT equipment, software and ancillary services for improvement of Centralized Case Management System (CCMS) in courts (EuropeAid/140728/DH/SUP/RS)

Case management example in courts

INTRODUCTION

This complex EU funded project aims to significantly support the Serbian judiciary by replacing the existing case management systems with the new centralized court case management system (SAPS). The new system enables full digitalization of court processes, automation of court case processing and supports collaboration between involved parties, such as courts, prosecutor offices, lawyers, etc.

BENEFITS

The benefits of the new SAPS information system

- Improved data managing efficiency (removing multiple/redundant data entries).
- Physical and logical data unification and centralisation (data available from a single data source).
- Electronic documentation use as a source document rather than paper-based documents, with full utilisation of documents meta data for document processing.
- Several separate information systems, applications and software modules are replaced by the integral software solutions.
- Solution can be extended through additional modules that may support additional processes in the future.
- Automation of the business process segments.
- Support to time critical operations, trough the alerts, warnings, and deadlines.
- Support to the multichannel communication: within the application, e-mail, and SMS.
- Software support to processes as per the current Court Rulebook and support to the processes as per the future revisions of the Court Rulebook.

Its central component, SAPS information system, is developed on **Omega Workflow Manager** platform which facilitates easy and efficient development and customisation of applications modules. It is a low- code development platform (LCDP) which provides a development environment used to create web applications. It allows development through the graphical user interphase (modelling), minimising the need for traditional coding. It is estimated that the ratio between modelling and coding is 90/10, for a typical application module.

Omega Workflow Manager platform is coupled with our proprietary methodology for software development and implementation. This Rapid Application Development methodology is based on close cooperation with end users throughout the project lifecycle.