

# Adobe solutions for justice and public safety

Reduce costs, improve efficiencies, and increase citizen participation and safety



## More officer training for less

Using Adobe solutions, the Florida Department of Law Enforcement meets mandatory officer training requirements through eLearning experiences that eliminate travel costs, enhance public safety, and save the department hundreds of thousands of dollars per year.

Judges. Social workers. Law enforcement officials. County clerks. All of today's judicial system employees are under constant pressure to protect a dynamic and complex society and improve the effectiveness of their service and outcomes—while simultaneously reducing operating costs. Working in the face of heightened security, authenticity, and technological requirements, these civil servants are expected to manage, share, and archive volumes of case documentation. Maintain the privacy of each case while making their records more open and accessible. Communicate and coordinate with countless colleagues and agencies, sometimes across great distances. And stay abreast of the latest trends through continuing education.

Yet, in most judicial systems today, cases and records are stored across multiple, disconnected systems, platforms, and data silos, as well as on handwritten forms in paper-based files. This lack of integration poses serious challenges for civil servants who need coordinated information to increase efficiency, improve citizen safety, collaborate more effectively, and document compliance efforts.

## Focus on case work, not paperwork

Around the world, judicial systems rely on Adobe's justice and public safety solutions to achieve cost savings; support intra-agency collaboration; and provide public servants with faster, more accurate access to comprehensive case-by-case documentation. Adobe solutions can connect multiple back-end systems with rich, front-end interfaces to help judicial system employees deliver high-quality, personalized service to citizens. Collaborate and coordinate with peers and agency groups. Devote more time to case work, less to paperwork, by automating costly and time-consuming paper-based processes. And expedite document distribution. This same set of solutions can be used to empower constituents through self-service, online interfaces that simplify access to personal case records—helping to increase citizen participation while reducing the burden of agency staff.

## Offer self-service, online petition options

Use Adobe solutions to design and deploy rich applications that shift more petition-driven interactions to lower cost, self-service channels. Streamline processes through interactive online experiences that guide citizens and their legal representatives through each step, helping to reduce complexities and increase the number of petitions started online. Enable citizens to save digital forms in progress, work offline, share with others, apply digital signatures, and submit applications online more securely.

Minimize costly errors, manual data entry requirements, and redundancies by integrating barcode technology, case numbers, and automatic checks into online petition submissions. Promote accountability and transparency through automated routing capabilities that send electronic petition requests and data along a predefined path. When additional information is required, judicial support staff can use Adobe solutions to combine preapproved content blocks, interactive media elements, and fillable electronic forms into personalized communications that clearly explain the next steps to citizens or their legal representatives. If a wet signature is required, the petitioner can go into a court service office, submit the case number receipt, and sign a prepopulated, printed form. In courts where electronic signatures are accepted, the signature can also be captured with an electronic signature pad.

Adobe solutions also include powerful, yet simple-to-use analytics that provide detailed insight into automated workflows and processes. These analytic capabilities help agencies automate personalized and relevant citizen interactions across multiple touchpoints, continually refine effectiveness, and improve the experience of employees and citizens alike.

### **Greener processes, safer citizens**

With the help of Adobe solutions, the City of San Antonio, Texas, replaced a paper-based warrant issuance process with a faster, more effective electronic one. As a result, average time to process warrants dropped from 2 hours to 15 minutes, freeing officers to spend more time keeping citizens safe.

### **Automate processes for increased efficiencies**

Adobe solutions help courts streamline data intake and distribution to reduce costs, increase efficiencies, and support green initiatives. For instance, a court clerk can save case documents as certified PDF files (ISO 32000 standard), and then distribute them more securely to all involved parties using electronic distribution options, such as email or a web portal. Once information has been collected electronically, that same data can be used to automatically prepopulate other documents and forms, reducing the cost and time required to rekey case information.

Adobe solutions also help expedite application review and decision processes. Using a rule- and role-based approach, case documents can be automatically routed through a predefined process to court clerks, support staff, and judges. Electronic signatures, digital signatures, and process tracking can be included to help ensure accountability and transparency. The entire process can be presented in a dashboard that aggregates and organizes a defendant's case history, giving judges fast, easy access to comprehensive details within the context of current case decisions—whether it's a simple traffic violation or a serious felony.

The Kane County Circuit Court is a case in point. Using Adobe solutions, Kane County transformed the way orders of protection are accessed, completed, submitted, reviewed, and approved. By automating and integrating key processes, the office has reduced time to complete orders of protection by as much as 50%, which significantly improves citizen safety as well as staff productivity.

Audit and archive processes can also be automated to further promote accountability, reliability, and compliance. So support staff can maintain, update, and archive a record of the entire process, keep track of case participants, and quickly determine what was done when and by whom. Electronic case documents archived in industry-standard PDF/A format can be easily searched now and in the future.

### **Collaborate for the greater good**

To prepare effective, fully informed case decisions, court officials rely on Adobe solutions to establish real-time, online communications between judges, investigators, police officers, and citizens using any web browser. These easy-to-use solutions enable court officials to conduct interviews, access electronic records, view high-resolution images, and collaborate on cases "in person" from anywhere in the world. The result is faster, better decision-making and improved results.

Adobe web conferencing and document sharing solutions can also reduce the time and expense of continuing education through on-demand, eLearning experiences.

### **Provide more comprehensive public service**

Adobe solutions for case management help judicial systems streamline and automate services while simultaneously reducing operating costs. So court officials and investigators can drastically reduce the time it takes to prepare and complete necessary legal paperwork. By automating processing, support staff can quickly combine multiple case documents into a single package and send it more securely through electronic channels—improving data accuracy, reducing redundant data entry, and saving paper.

With faster cycle times, more transactions, and less paperwork, court officials and support staff experience greater productivity and cost efficiencies. Furthermore, by implementing real-time collaborative solutions, departments can quickly share and discuss pertinent case details, which accelerates decision-making and ultimately improves the quality of citizen service and safety.

### **For more information**

Solution details:  
[www.adobe.com/solutions/customer-experience/government](http://www.adobe.com/solutions/customer-experience/government)



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