

Case Study

East Providence Municipal Court Division

“Conduent has been an excellent company to work with from the very start. We have loved the service we have received – no bouncing around an automated system or 800 number.... We look forward to a long relationship with Conduent.”

– Kim Casci,
East Providence City Clerk



Background

The City of East Providence, Rhode Island is nestled along the waterfront of New Jersey with convenient access to Providence, RI, Boston, MA and other major cities along the Eastern Seaboard. A city with a “proud past and a strong present... [that] looks forward with confidence to the future,”¹ East Providence strives to provide its citizens the best services possible.

When the case management solution for the City's Municipal Court Division failed in the Spring of 2013, they knew it was important to not only replace the system but to find an innovative solution for the Municipal Court staff. Fully embracing confidence in the future, the City decided to implement a hosted case management solution from Conduent.

“When one system fails, it puts a strain on already limited resources,” said Diane Fagan, Conduent Account Manager. “The City needed a new case management system, and they needed it quickly. Traffic violations were sitting in a box, fees were not being collected, and the City was out of compliance with state reporting requirements.”

Solution

Answering the call to implement a new case management solution as quickly as possible, we implemented a hosted version of our Contexte court case management solution within our corporate environment. “Installing the system within the Conduent environment allowed the team to install and configure the system in record time,” says Fagan. Less than 60 days from contract signing, we had fully implemented the City's new case management solution.

In addition to needing a new system that would allow them to track new traffic violations, the Municipal Court Division was faced with entering a backlog of violations from when their old system was not available. “We were completely down and tickets were piling up. It was unfathomable for us to enter all those backlog tickets as well as keep up with our daily work,” says Kim Casci, East Providence City Clerk. “The Municipal Court is only one aspect of what we do every day. In addition to court tasks, we are trying to manage licensing, vital statistics, probate court, and council business with just six employees. We just didn't have the time to work on backlogged tickets.”

The City contracted with the Missouri Fine Collection Center, operated by Conduent, to provide data entry of backlogged violations. It took the Missouri Fine Collection Center just two weeks to enter all the backlogged violations, a task that would have taken the City months to complete and delayed their go-live indefinitely. Contracting out the data entry of their backlog allowed the City to go live on their new system with 100 percent of current traffic violations represented in Contexte.

In addition, we worked closely with court staff to create a report meeting the necessary State reporting requirements, allowing the City to once again start reporting all violations to the State of Rhode Island in a timely manner.



“Conduent has been an excellent company to work with from the very start,” says Casci. “We have loved the service we have received – no bouncing around an automated system or 800 number. Everyone with which we have interacted from sales to project management to technical support has provided a personal touch, helping us transition smoothly to this new system. We look forward to a long relationship with Conduent.”

Future Plans

The City of East Providence is not stopping with the implementation of their new case management solution, Contexte. They plan to continually improve and automate their solution to make the Municipal Court Division more efficient.

First, the City plans to move Contexte to a hosting provider within their court’s firewall. This move will bring the system in compliance with the City’s security protocols and provide even better access to the court’s staff.

The City also plans to integrate with the East Providence Police Department to receive all traffic violations electronically, drastically decreasing the need for data entry at the Municipal Court. The export provided by the Police Department will reduce the violation backlog and allow the court to provide reports to the state in a timelier manner, allowing the court staff to provide services to the public instead of performing data entry tasks.

The Municipal Court Division is doing its part to create a City that truly “looks forward with confidence to the future.”²

Conduent.com/justice

2. www.eastprovidenceri.net

