

***Information technology is revolutionizing the way Germany's justice system operates. For the first time in Europe, legal authorities have a digital alternative to time-consuming paperwork and inefficient inter-agency communication.***

## CASE STUDY

### Client:

State of Hesse, Germany

### Challenge:

Modernize the Hessian state's legal system by introducing an electronic system to replace the paper-based sharing of case files.

### Solution:

eJusticeSOA, a paperless solution that enhances the multi-agency process related to the judicial proceeding of law violations.

### Results:

Assistants, prosecutors and judges work electronically with all legal documents in a modernized, more efficient and less costly system.

### For More Information:

Visit:  
[www.csc.com/soasure](http://www.csc.com/soasure)

CSC's eJusticeSOA solution offers a completely paperless, multi-agency process for the judicial proceeding of law violations from their initiation in enforcement agencies through prosecution offices to litigation in court.

"In Germany, and all over the world, governments are thinking about their workflows," says CSC's Rüdiger Eggers, application architect on the project. "Our technology allows them to plug into each other and start thinking about the bigger workflow."

### Time is money

The German legal system is strongly regulated and requires the interaction of police and administration agencies, public prosecution services, regional courts and enforcement groups. The resulting process largely involves paper case files being transported between involved authorities, consuming much time and resources.

Current law allows only a short time limit for prosecution of legal offenses to take place, so improving the speed and efficiency of the process is critical. Our solution not only improves efficiency, but fulfills the authorities' interests in reducing costs associated with the judicial process as well as modernizing the business processes behind it.

"The result is an electronically based system that is faster, more cost effective and serves justice better," says CSC's Stefan Knopp, the solution architect of eJusticeSOA.

### A flexible approach

For eJusticeSOA, CSC combined the concepts of service orientation, business process management, enterprise content management and legacy system integration. For the German state of Hesse, the approach was process-driven from start to finish and included approximately 30 stakeholders on different organizational levels at 11 institutions.

Due to its extensible, flexible architecture, eJusticeSOA is applicable to a wide range of multi-agency e-justice processes. The architecture blueprint is even further relevant to all kinds of cross-government and cross-organizational process integration projects.

"With eJusticeSOA we are breaking new ground toward working electronically in justice," says Jörg-Uwe Hahn, Hessian Deputy Minister President and Minister for Justice, Integration and Europe. "We don't have to re-enter data anymore. We don't have to copy paper files anymore. We can work faster at all desks here in Hesse. Together with our partners we intend to advance this project in the area of law violations, to create a model for justice."

### Modernizing justice

Since March 2007, eJusticeSOA has been operated by the Hessian State Data Center and currently supports the judicial prosecution of traffic offenses. This year, approximately 6,000 law

## CASE STUDY

### CREATING A PAPERLESS JUSTICE SYSTEM (CONT.)

“With eJusticeSOA we are breaking new ground toward working electronically in justice.”

*Jörg-Uwe Hahn,  
Hessian Deputy  
Minister President and  
Minister for Justice,  
Integration and  
Europe*

violation case files will be judicially processed in Hesse using the solution, with several multi-agency transfers per case.

eJusticeSOA abolishes the need for document transport and data re-entry. Moreover, it enables assistants, prosecutors and judges to work electronically with all documents. Legally relevant evidence (such as photos) is provided in digital format. Legally effective documents (judgments and protocols) are digitally signed according to German law.

Before eJusticeSOA, the transport of paper-based case files took up to three days. Now, electronic transfers of case files take only minutes. Formerly manual processing routines for case files and data input into administrative application systems now run automatically in the background or require a mere approval by the user. The agency-internal forwarding of case files, which formerly had to be carried from one place to another, has become a simple drag and drop of the mouse.

In addition to time savings, paper costs have been reduced following the switch to electronic processing. With the elimination of courier services, copies and printing, an estimated 450 pounds of paper, are being saved each day.

In terms of business modernization, the system provides a new representation for case files and a new approach for collaboration within agencies. Overly complex process structures are revealed, and corresponding regulations are reviewed for streamlining of workflows. And existing legacy systems are now integrated into a cross-agency collaboration process.

#### **Future applications**

The unique features and qualities of eJusticeSOA are widely recognized in German public administration, and plans are underway to determine the applicability of the solution in other German states.

The final stage of eJusticeSOA in Hesse will encompass all state prosecution offices and regional courts (56 agencies). Plus, North Rhine-Westphalia, Germany's largest state, plans to adopt eJusticeSOA for its own traffic offenses and road toll violations.

eJusticeSOA is a recipient of the 2009 Chairman's Award for Excellence, CSC's top honor for innovation. The award is sponsored by the Leading Edge Forum, which provides technology thought leadership for CSC.