SYNERGY eCASE

AN INTEGRATED CASE MANAGEMENT SYSTEM

Synergy eCase enables justice institutions to modernize case record management, improve case processing and expand citizen access to justice, thus promoting public trust in the justice system. It offers a rapidly customizable toolkit designed to support case filing and administration, document management, case scheduling and tracking through workflow management and case data analysis.

KEY
SOLUTIONS

INVESTIGATION

Perform accurate investigation, in less time, with less effort.

PROSECUTION

Gain control of the entire prosecution cycle, from pretrial to trial and sentencing.

COURTS

Integrate all courts under one tech umbrella and handle cases from initiation to post-disposition.
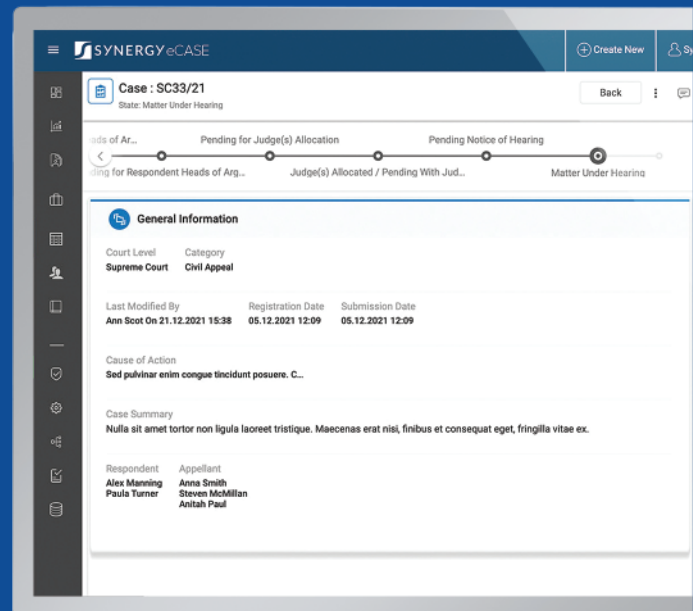
CORRECTIONS

Mitigate risks by managing all inmate information and processes in a single environment.
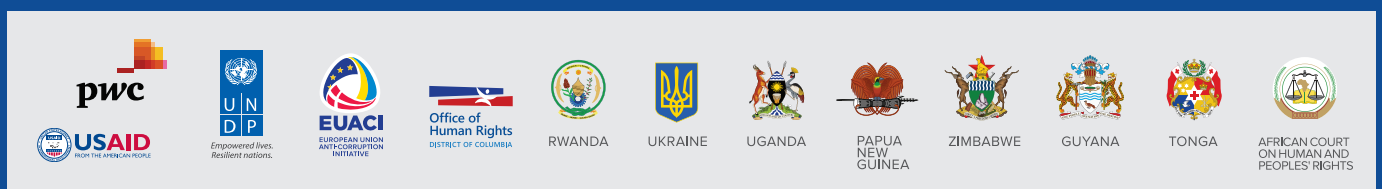
INTEGRATED CASE MANAGEMENT

Connect agencies and institutions seamlessly, improving communication and reducing the likelihood of delays and processing errors. Improve the citizen experience and build a high trust society with Synergy eCase.

With a fully connected justice system and robust analytics, there is no opportunity for data fragmentation and miscommunication. Give agencies and courts access to paperless operations and get a complete picture of their performance.

EASILY CUSTOMIZED FOR
FORENSIC SERVICES
PROBATION SERVICES
JUDGMENT EXECUTION

MAJOR CLIENTS AND PARTNERS

pwc · UNDP · Empowered lives. Resilient nations. · USAID FROM THE AMERICAN PEOPLE · EUACI EUROPEAN UNION ANTI-CORRUPTION INITIATIVE · Office of Human Rights DISTRICT OF COLUMBIA · RWANDA · UKRAINE · UGANDA · PAPUA NEW GUINEA · ZIMBABWE · GUYANA · TONGA · AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS

KEY
FEATURES

AUTOMATED WORKFLOW PROCESSING

The workflow designer enables the automation and continuous improvement of case processes and user actions. Administrators define the set of states that a case must pass through from initiation to closure. Synergy eCase can incorporate business processes of any justice institution, easily adapting to rules and conditions stipulated by law.

ROLE-BASED ACCESS

Effective user management is essential to maintaining a secure system. The role-based access capabilities enable administrators to replicate organizational structures within the system and set unique user access permissions for each department at each stage of the case lifecycle according to their approved area of responsibility or jurisdiction.

E-FILING AND ONLINE CASE DATA ENTRY

The case filing module supports electronic filing for public users and lawyers, streamlining case filing for administrative staff, reducing potential backlogs, and eliminating the risks associated with physical case files. This replaces paper-based filing systems and enables virtual access from any web browser to a fully auditable single source of truth.

FORM AND FIELD GENERATION

A flexible and dynamic form generator allows users to build, design, and manage data entry forms that capture case details without writing a single line of code. This ensures adaptability and system sustainability. Responsive design principles optimize the user experience across all devices: mobile, tablet, and desktop

LEGAL TEMPLATE AND DOCUMENT MANAGEMENT

With Synergy eCase, users can transform legal forms and documents into dynamic and configurable templates. It is easy to select a standard template and auto-populate case-related data to produce a legal document or certification. Documents can be electronically signed or retrieved in a few clicks through full-text search.

COLLABORATION, MESSAGING AND NOTIFICATIONS

Synergy eCase notifies users about events that occur in the system through configurable emails, system messages and SMS notifications. System users can collaborate by adding private or public notes and comments to case files. And all users and citizens can submit inquiries through an Online Helpdesk for technical support.

CALENDAR AND TASK MANAGEMENT

System users can easily manage daily schedules and dockets, as well as tasks, meetings, and appointments using the calendar. They can keep track of case deadlines, onsite and virtual hearings, and other events through their personal online calendar. Workflow prompts help to automate scheduling of case events and send notifications to all case parties.

ADVANCED ANALYTICAL REPORTING

Synergy's interactive data visualization toolkit includes reports, charts, and GIS maps that track case statistics and reveal trends, inefficiencies, and bottlenecks. Reports can be combined into dashboards to drill down into case data for improved analysis and decision-making. Users can save reports for future one-click access or share them with other users.

API GATEWAY AND INTEGRATIONS

The system can be integrated across police, prosecutors, courts and corrections, and has a built-in interoperability capability to interface with other external systems to retrieve and/or send data via an API Gateway. Synergy eCase supports open standards for data exchange with other applications based on a service-oriented architecture.

IMPORT/EXPORT CAPABILITIES

Synergy eCase supports JSON and CSV format files which enables the bulk import of data from external systems when integrations are not needed. Synergy eCase can export case data into MS Word, MS Excel, or Adobe PDF.

AUDIT TRAIL

The electronic audit trail that tracks the source of all data submissions and timestamps all changes in the system. This helps provide advanced security and data validation, mitigating violations of system policies.

INTEGRATED SOLUTION
FOR AN IMPROVED JUSTICE SYSTEM

MODULES AND FEATURES	INVESTIGATION	PROSECUTION	COURTS	CORRECTIONS	INTEGRATED eCASE
E-Filing			✓		✓
Document Management	✓	✓	✓	✓	✓
Inmate Management				✓	✓
Management of Case Parties	✓	✓	✓		✓
Evidence Management	✓	✓	✓	✓	✓
Sessions and Proceedings			✓	✓	✓
Virtual Court			✓		✓
Crime and Law Management	✓	✓	✓		✓
Online Payment			✓		✓
Interrogations / Interviews	✓	✓			✓
Seized Items Register	✓	✓		✓	✓
Discipline and Parole Management				✓	✓
Community Service Management				✓	✓
Search and Seizure Management	✓	✓		✓	✓
Arrest and Release Management	✓	✓		✓	✓
Decision Tracking			✓		✓
Indictment and Warrant		✓	✓		✓
Summons / Notices	✓	✓	✓		✓
Judgment Execution			✓	✓	✓
Pleading Management			✓	✓	✓
Visit and Appointment Tracking				✓	✓
Case Combining and Splitting				✓	✓
Case Transfer Management				✓	✓
Medical Assessment				✓	✓
Online Auction and Live Bidding			✓		✓

ABOUT SYNERGY

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