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Apex Government Organization Enables Effective Case Management

About the Client

Established over 50 years ago, the organization serves as the legal advisor to the government of a Southeast Asian country and provides legal advice, legal drafting, and review services to the government. The client represents the government in court proceedings and negotiations, mediations, and other dispute resolution hearings related to public law litigation.

The Growth Barriers

The law firm was generating contracts, affidavits, pleadings, and routine judiciary forms in high volumes, which later became a difficult task to keep a track of all documents. Due to paper-based nature of work and excess manual intervention, operational processes were impacted.

Attorneys within the organization had to work with legal bodies of different countries and were unable to access confidential data and documents due to data security. This posed a problem as the attorneys were unable to collaborate and work on cases simultaneously. They needed an easy to use, secure case management system to help ensure data integrity, security, and authenticity.

Challenges Snapshot

- Obsolete legacy system, posing difficulties in data migration
- Time-consuming review cycles
- Manual notifications and reminders
- Poor collaboration in management of large cases
- Lack of tracking capabilities to access confidential case data
- Increased data leakage and low data security
- Integration issues with third-party systems for data exchange

Improved, Efficiency, Collaboration and Increased Data Security with Newgen's Case Management Framework

To streamline end-to-end processes, the client chose Newgen's low code development platform, equipped with case management capabilities. The platform integrates various capabilities needed to build business applications, through its flagship products in intelligent digital automation (BPM) and contextual content services (ECM).

The implementation of a low code automation platform automated processes related to the management of legal cases, perpretation of legal advice, drafting laws, filing & storage of documents and content, document assembly and creation, generation of correspondences, and direct integration and synchronization with other productivity software. This helped in increasing the workforce productivity and enabled the attorneys to engage in more sophisticated data analytics and business intelligence.

➢ **Improved Attorney Experience with a Holistic Process View**
The solution provides an easy-to-use, graphical interface, developed using the iBPS OmniApp. The app is configured to fulfill the business needs of attorneys across all departments.

- Users are categorized and assigned new tasks which are further advised by the system to perform certain operations per the decisions made in a task lifecycle

- Department registry leverages the group and personal calendar capability of the application to schedule their meetings, which are synced with the attorneys' outlook accounts

- The application has an inbuilt document viewer and editor, with features such as:
  - Documents security
  - Linearization (fast web view)
  - Extraction and rendering of PDF layers
  - Support for standard PDF security handler

➢ **Adaptive Case Management**
- Based on a predefined process flow, tasks assigned to multiple attorneys are approved in real time
- Offline working
- Flexible task assignment framework to prioritize work assignments
- Controlled information access for attorneys to collaborate during the case lifecycle ensuring information security
- Case timeline view, enabling legal attorneys to track end-to-end activities

➢ **Content Management**
- Knowledge repository of legal artefacts for attorneys to perform curation, redaction, tag and template management, content searching, and facet searching
- Tasks performed in collaboration are assembled in a common document artefact, which are further used for reviewing or are kept for references purpose
- Keyword tagging to categorize documents, tasks, and case files during faceted search
- Version management for tracking changes across content in a case file and ensuring better monitoring

> **Security**
> - Strong access control mechanism for confidential case records
> - Audit record to capture user actions across each workstep
> - 3 factor authentication
> - Object-level access to respective case officers
> - Separate access management for case reports and notification management
> - Data and document level encryption
> - Data islolation for secure files

Benefits Achieved

Efficient management of cases with dynamic assignment and task routing

Improved flexibility, allowing attorneys to easily collect additional case data

Effective administration by enabling secure attorney authorization and structured case record classification

Enhanced collaboration resulting in better workforce productivity and reduced process cycle time

Better tracking and monitoring of cases with a chronological view of all requests

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.