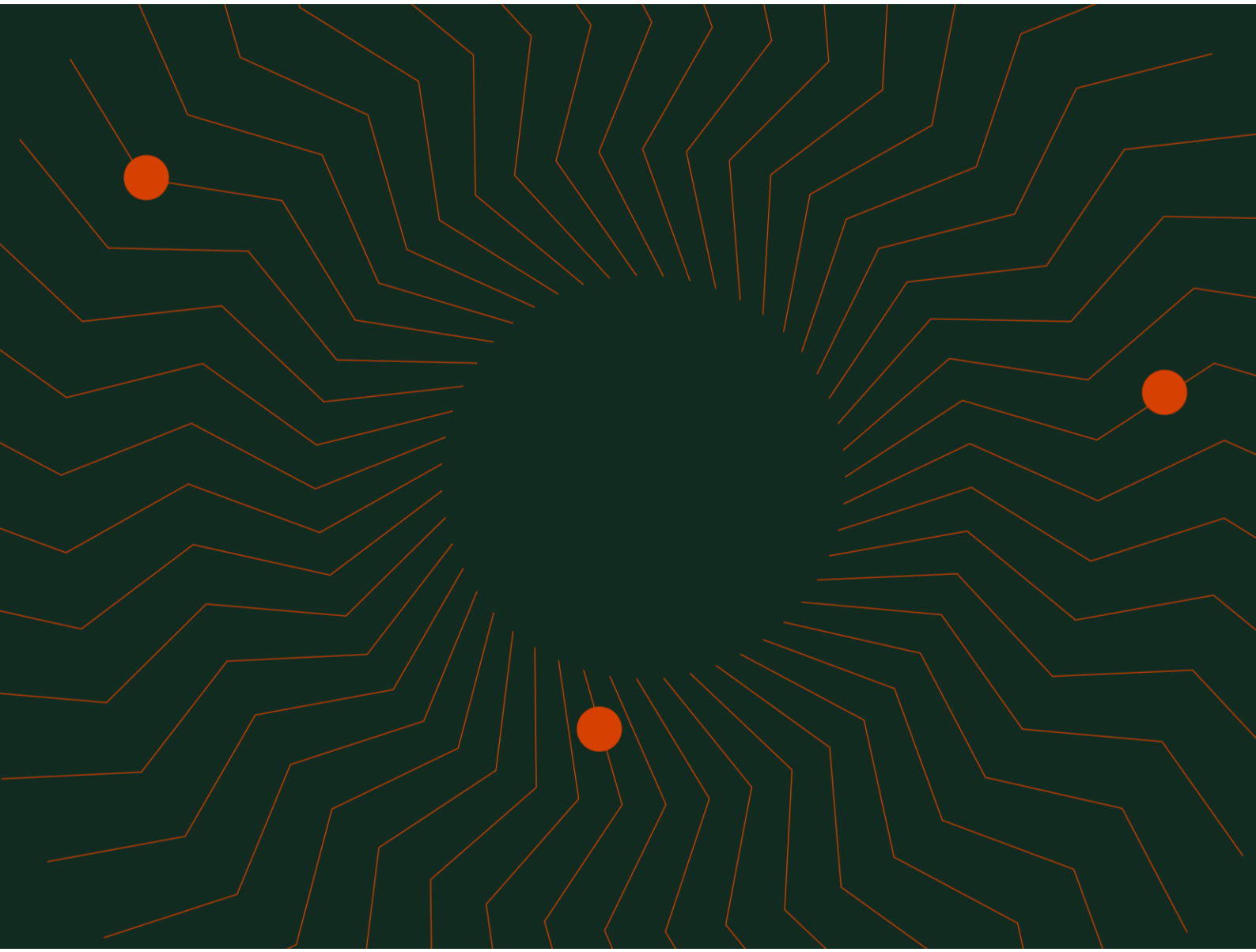
Thomson Reuters™

Case Center

G-Cloud 15

Service Definition



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Introduction

Case Center, formerly CaseLines, from Thomson Reuters is a software as a service (SaaS) solution that delivers secure paperless bundle processes from case creation through to preparation and presentation. Accessible by internet connection and via web browser our platform gives you the tools to organise, share, review, annotate and present documentary and multimedia case materials in a single cloud-based repository. Users can send and share case materials from any device, keeping everyone in sync as they prepare for a hearing. In a hearing, purpose-built presentation tools streamline proceedings so you can direct everyone to the right document in real time. The platform can be used alongside any conferencing tool giving you greater flexibility to collaborate at any stage of the case.

Our system is a trusted solution used by national and local governments across the UK. It is used in a range of jurisdictions including Family Courts, Coroners Courts, Trading Standards and Regulatory Bodies. The solution is also used in courts worldwide including Canada, South Africa, Jersey, Trinidad and Tobago and the United States. Effective bundle management is critical for organisations dealing with increasing caseloads and decreasing budgets. Driving efficiency and ensuring bundle security is central to the Case Center platform.

Value Proposition

Case Center simplifies the way you handle bundles. We can help you save time and stress, reduce administration costs and minimise risk.

Our system allows you to:

- Improve morale and retention, and support organisations who want to give their staff purpose-built tools to build dynamic bundles, and review and present the evidence quickly in a single, secure system.
- Streamline bundle processes, so you can redirect administrative effort to higher value strategic tasks.
- Share what is required with relevant participants for the specific time scales, from full bundles to a single page of evidence.
- Have access to a full audit trail of user actions.
- Access bundles in the cloud from anywhere at any time facilitating cross-location collaboration and flexible working.
- Easily present bundles using the advance direction and presentation features knowing that from first upload all materials are presentation ready.
- Quickly upload editable documents or forms as placeholders in your case, allowing authorised users to seamlessly download, edit, and re-upload them. Once finalised, simply download and upload the updated version into the appropriate section of the case.
- Control and manage Jurors access to a case through a dedicated Jury Portal. Whether you're participating in remote or in-person hearings, our user-friendly portal ensures seamless navigation.
- Control and manage a Witness access to a case through a dedicated portal. The Witness Portal is used in both remote and in-person hearings. The portal can be accessed on a dedicated device or displayed to you in the courtroom.

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Overview of the G Cloud Software Service

Case Center is a Software as a Service solution that is specialised in electronic bundling and evidence management. This includes the upload, storage, redaction, sharing, annotation, review and presentation of evidence bundles. Case Center can store both documents and multimedia for cases of any size providing you with a secure workspace to produce, share and present bundles.

Bundle Preparation

Create an Automatically Paginated, Indexed Bundle

Building paper bundles is time consuming. Managing PDF bundles is equally time consuming. Once created, a PDF is static. It can't handle last minute uploads, moved documentation or support video evidence.

Case Center takes the effort out of building bundles. In minutes, it creates dynamic, automatically paginated and indexed bundles that are presentation ready from first upload. With all files in one place, you can review documents, PDFs, images, videos and audio in one platform. You can easily make last minute changes, uploads, and redactions. It gives you the flexibility to create party and person specific bundles in one central repository.

Users can upload and ingest PDFs, word documents, excel sheets, eDiscovery load files, multimedia files and scanned handwritten notes into a Case Center bundle. Once uploaded all documentation undergoes optical character recognition (OCR) and become fully searchable. This includes handwritten text making it easy to find case information.

Once documents are uploaded onto the system, they are automatically paginated and indexed. This updates as files are added, moved within the bundle or removed so everyone is always kept on the same page. Users can also receive case update notifications.

Users can also build template cases, speeding up case creation and standardising bundles across your organisation.

One Master Bundle, Multiple Sub-bundles of Evidence

Everything uploaded to Case Center is added to a master bundle which acts as a central repository of case evidence. As not everyone needs access to the entire bundle Case Center lets you create multiple sub-bundles of evidence that can hold selected sections, selected documents and even selected document pages. Sub-bundles can be produced for specific hearings or specific parties, giving organisations the ability to restrict access to only the information that is required.

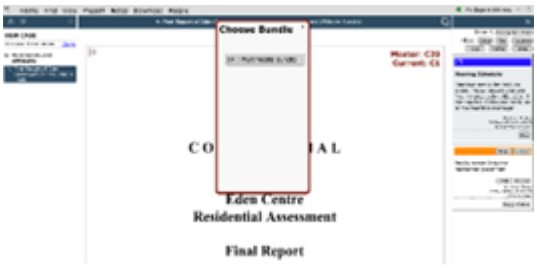
Organisations can also allow parties to upload directly into a sub bundle. This creates a secure method of coordinating case submissions.

An example of sub bundles for specific users in the same case can be seen below:

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Case Creator Sub Bundles



Expert Witness Sub Bundle

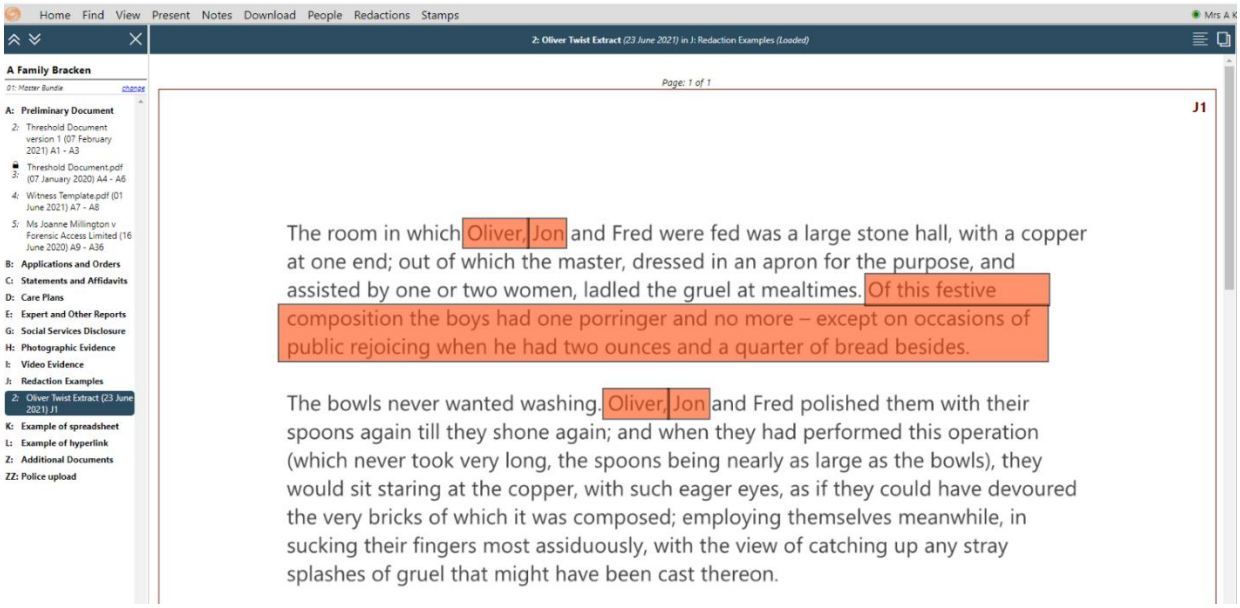
Inbuilt Redaction Suite

Case Center redaction suite aids the automation of redaction processes. Utilising the advanced search features users can search for key terms and redact on specific pages, documents, images or across the whole bundle. The system also allows users to easily categorise and label redactions to ensure context is upkept. Users can apply redactions across specific sub bundles associated with a case and to make available to relevant parties only the redacted version of a document.

The solution retains both unredacted and redacted versions of each document for visibility to parties subject to appropriate permissions. If a redaction is no longer required, the document can be updated quickly without having to be reuploaded.

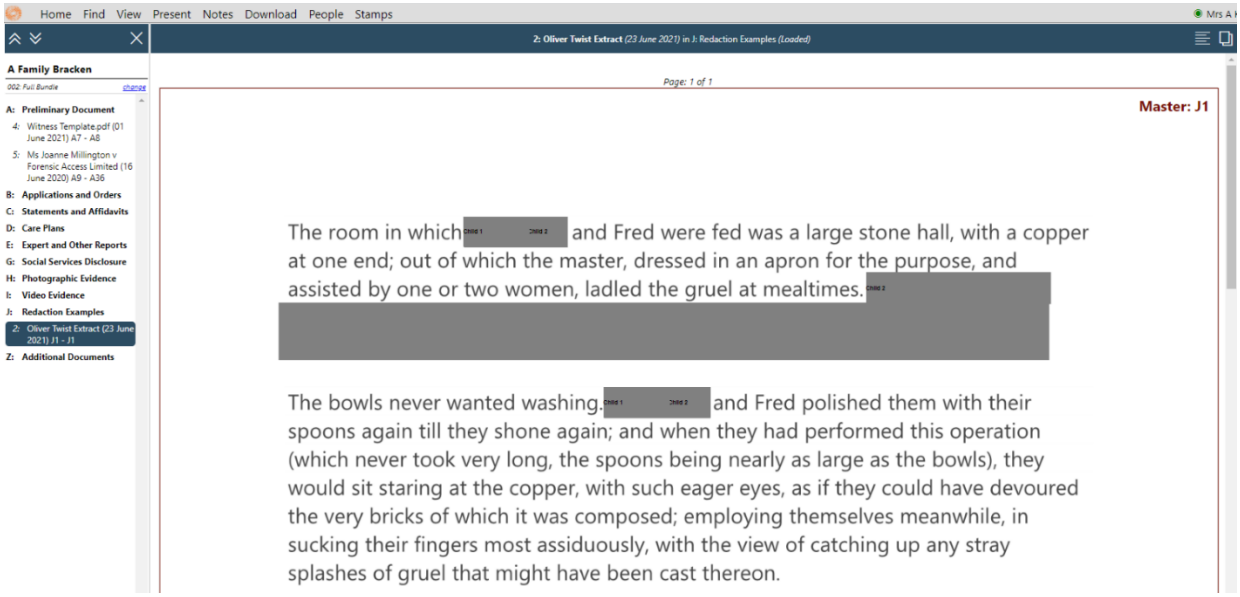
In the master bundle, redactions are indicated by a translucent box, making it easy for admin staff to sight check that redactions have been properly applied. Users can automatically apply redaction marks across all documents in a case and can remove single or multiple redaction marks.

Example of redactions in the master bundle:



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Example of how redactions appear in sub bundles:



Review and Collaboration

Bundles need to be shared with multiple organisations and parties, most of whom need different levels of access to the bundle. With a Case Center bundle users can maintain a single repository of case documentary and multimedia evidence. Once uploaded users can produce multiple sub bundles of evidence containing specific sections, documents, or pages of documents for specific parties or hearings.

Our collaborative system ensures each party, and the judge can see evidence at a much earlier stage. This results in more considered decisions and faster resolution of cases.

Case Center gives you flexible and secure end-to-end case access for complete control with the concept of active users and reviewer roles. Active users will benefit from varying permissions up to full permissions, such as inhouse practitioners, parties, and judges. Reviewer roles only need case access for a specific reason or period of time, for example witness or juror and this can now be achieved via our portal invite options, which are explained in greater detail below.

Invite in participants to the online bundle for an active participant.

Access to a Case Center online bundle is provided by way of invitation to an email address. The invitee will be provided the necessary permissions and access by the case creator. This feature negates the need to send PDF files and provides every user with real time access to the bundle, so there are no version issues to be concerned with. By inviting users to access evidence in one location, you can securely grant time restricted, file restricted and redacted case access. A complete audit trail of all user actions also reveals who has seen what and when.

Secure share a PDF copy

Should users wish to share a PDF copy of the bundle or any sub bundles within the case without attaching to email they can do so by using a secure share link. This will produce a time limited opportunity for the recipient to access the PDF from the secure cloud location. A onetime only password can be sent to the recipient by separate email as a further option to increase security.

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Download the E-bridge PDF

System users can download our E-Bridge PDF. This is a single page PDF with a live link to the online bundle in Case Center. The E-bridge PDF can be uploaded to e-filing platforms (approved in family matters by HMCTS) and eradicates any file size issues. The link can be followed to access the online bundle which will have the access for each user as determined by the case creator. This is an effective way of ensuring that only those with relevant permissions will see relevant documents and means compliance to upload a PDF while maintaining access to all the rich features and security that Case Center delivers for our users.

Search

Case Center has an advanced search engine that can perform proximity, Boolean, wildcard and fuzzy searches. As all case documents are stored in one place it is possible to search the full bundle quickly and easily and it will even pick up handwriting!

Annotate

Annotating the bundle is a critical stage of case preparation. Case Center gives you flexible tools so you can mark up your bundle however it suits you.

On a touch screen device users can draw freehand over the bundle just like paper. Freehand notes remain on a page even as new documents are added.

When reviewing the bundle users can add page notes to specific pages. Page notes accumulate along the right-hand side of bundle and are accessible from wherever you are in the bundle. With a page note users always have the option to return to that specific location in the bundle so you navigate the bundle with ease.

Users can keep case and page notes private, but they can also share them with defined share groups or with everyone in the case. Notes can also be turned off.

Notes can be exported into a PDF, Excel spreadsheet or Word document.

Hyperlink

In preparation for hearings Case Center allows you to put hyperlinks within the bundle to take you directly to another page within the bundle or a web address. The software also automatically retains all existing hyperlinks from Word documents uploaded.

Side-by-side review

With one click Case Center allows you to review two documents side by side without having to open an additional window. This is known as the dual panes feature.

Copy

With the right permissions, Case Center allows you to highlight text on the screen and paste it into a Word file.

Case Transfer

The Case Transfer feature allows for transfer of material from one case to another within your own system or even to a different organisations instance, a useful example is where family proceedings may transfer between Local Authorities. Both the source case (where the data

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will transfer from) and the target case (where the data will transfer to) will need to enable the permissions for this to take place.

When transferring documents notes and hyperlinks will be maintained.

Hearing Presentation

Everything added to a Case Center bundle is available to present from first upload. Users can direct others to specific locations in a bundle in real time both in the court room and virtually.

Direct

Users can direct others around the bundle in real time using the page direction function, eradicating the time taken to turn to a specific page in a lever arch or search a PDF.

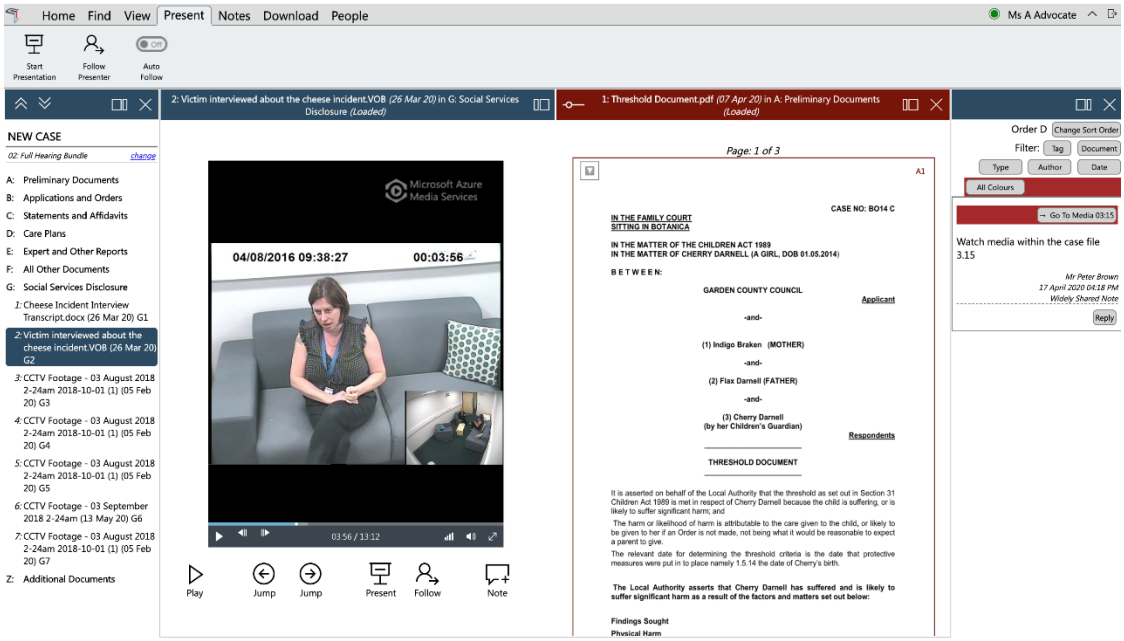
Present

When in presenter mode users can elect to follow a presenter around the bundle. When reviewing video evidence the presenter's multimedia player is mirrored on followers devices allowing case participants to play, pause and jump to a time stamp in unison.

Watch

Once ready to review multimedia evidence, users can press play and watch within the bundle. Users can create timestamps of the video so you can get to the right moment of the video with one click, saving time in hearings.

Users can also review multimedia alongside a document which is particularly useful when working with transcripts.



Hearings Manager

Users can store meeting invitations to remote hearings/conferences within Case Center and can join directly from the bundle.

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This makes it simple to manage hearings held on different conferencing sites in a single location.

Remote Hearings

As Case Center only requires internet connection to start presenting users can present bundles from different locations and still receive page directions.

This makes holding virtual meetings and hearings easy to manage as all users are working from the same bundle, at the same time.

Portal Access for reviewer roles

Witness Portal

Our witness portal is a means to provide access to a user through a web link and passcode. Access is time controlled, for example the length of time to give evidence.

The witness does not have any self-navigation rights and can be presented pages via page direction or follow a presentation.

The portal can be used in both remote, hybrid or attended hearings where access maybe on a dedicated device if in the court or if remotely projected to court via screen.

Jury Portal

The jury portal is a means to provide configurable levels of access permissions that may include self-navigation, making private notes etc.

Access is time controlled to cases and typically may be viewed via individual tablets or devices provided in the court.

Data Protection

Thomson Reuters Privacy Statement can be found online at https://www.thomsonreuters.com/en/privacy-statement.html.

Security

Case Center is ISO 27001 certified for information management and is periodically subject to independent assessments by government customers.

All activity on the system takes place through a secure browser session and all traffic is encrypted using TLS 1.2.

NCSC Security Principles

On request we will share our full response to the 14 NCSC Cloud Security Principles.

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Using the Service

Technical Requirements

Case Center requires an internet connection and HTML5 compliant browser to access the system. There are no specific hardware requirements. Case Center is a responsive website, so that for use on tablets, the service scales the screen image automatically down. A network connection is required, using a LAN, Wi-Fi or 4G (or higher) mobile connection.

Integrations

Case Center integrates to a number of popular case management systems including C-Track, Civica, Iken and Microsoft Dynamics.

Free Trial

Free trial options are available, allowed once only per domain (e.g. eastingscc.gov.uk). Customers undertaking a pilot trial are required to agree upfront, plan and evaluation objectives, the number of pages/ bundles will be agreed to support this. During the trial unlimited users from multiple organisations can be invited to collaborate in the bundle, During the trial period all service features are available without cost.

Onboarding/ Off boarding

Onboarding is a simple process. Case Center holds an implementation meeting to design a personalised implementation approach and provides documentation for suggested best working practice.

During the implementation meeting timescales are set and agreed by purchasers.

Training

Thomson Reuters delivers a range of training services to meet each client's requirements. Our Client Services team can deliver structured training programs on-site or virtually. Training prices are outlined in the G-Cloud 15 pricing. Thomson Reuters maintains a full repository of e-learning training materials.

These can be found at https://answers.legalprof.thomsonreuters.com/Case Center-uk.

Self-provision of an Azure platform

Many customers already have contractual arrangements with Microsoft and have their own Azure environments.

Where the customer subscribes to Enterprise pricing Tier 4 (or higher), Case Center can be installed within a dedicated Azure instance.

Service Management

Case Center service management and delivery is ITIL compliant and includes 1st, 2nd and 3rd line support.

There is a full incident and problem resolution process and change is managed through an industry standard Software Development Life Cycle with Agile software development and managed backlog.

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Service Support

See Lot 2b Terms and conditions document for details of Service Support.

System Administration

Customers can nominate in-house admin users who are able to perform a range of duties, such as managing users and cases, setting organisation wide case-permissions and managing whitelists and blacklists.

Admins can also mark cases as complete, removing them from other users search profiles and ensuring no further costs are incurred.

Organisation Admins can also manage user permissions. This includes the ability to create new case files, and manage joiners, movers and leavers, so that for instance when a fee-earner leaves they can instantly be removed from all ongoing case files.

Reporting

Organisation admins have access to reports on case activity and page counts. This allows for continual cost assessments and client billing purposes.

All billing information is available to financial administrators with case break down reports and automatic alerting when contract renewal dates are approaching and/or page counts are approaching their quota.

Our Experience

Ministry of Justice CCDCS

Thomson Reuters, Case Center provides the Crown Court Digital Case System (CCDCS) for Crown Prosecution Service (CPS) cases heard in all 78 Crown Courts in England and Wales.

The CCDCS has delivered a huge reduction in the use of paper of around 150,000 pages per day. With faster access to early disclosure, Advocates have the information they need to advise their client on the appropriate plea resulting in more guilty pleas and consequently fewer trials.

Web based access to CCDCS gave the judiciary and advocates more time to prepare for cases as case material could be viewed at anytime from anywhere. What's more, with streamlined documentation sharing CCDCS delivered shorter trials.

Family Courts

Local authorities have growing caseloads and diminishing resources.

By managing an electronic Case Center bundle Local Authorities can direct administrative effort from bundle collation, reprinting and transportation to higher value tasks to deliver more with the same resources. It also allows for Local Authorities to enable flexible working practices.

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The digital bundle can be securely shared with the family court electronically giving judges and advocates greater flexibility to prepare for a case, earlier and notifications ensure case updates are automatically communicated to users. Using Case Center presentation features reduces time take to navigate the bundle during hearings.

Coroners Courts

Coroners work to tight deadlines and manage highly sensitive data.

As Case Center only requires an internet connection the system enables remote working for the coroner allowing them to work alongside their team wherever they are working from.

Using Case Center sub-bundle feature coroner's services can easily create and share securely, subsets of evidence for key individuals such as expert witnesses. With a full audit trail of user actions, the coroners service can also see when documents have been accessed.

Regulatory Body Tribunals

Regulatory body tribunals must meet service targets to protect the public and deliver for their members.

Case Center simplifies the collation of case documentation and evidence and provides a platform for the secure sharing of evidence between parties. With documentation shared at an earlier stage Case Center eliminates the need for reading time during hearings as late arriving evidence is instantly ready to be viewed.

As all evidence added to the bundle is presentation ready tribunals Case Center gives regulatory the tools to hold hearings in remote locations.

Trading Standards

Trading Standards must protect consumers, businesses, and the wider community.

Using Case Center makes prosecutions more efficient for Trading Standards teams by delivering a digital bundle to the court and parties. This enables swift action throughout the case to protect communities.

Contact Details

For more information about Case Center, please contact us through our website.

https://legalsolutions.thomsonreuters.co.uk/en/products-services/case-center.html

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