Thomson Reuters
Court Case Management Solutions

G-Cloud 15 Service Definition

C-Track Enterprise Court Case Management Solution

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Professional Services Overview

TRCMS personnel perform Professional Services (Services) to implement, manage, maintain, and monitor the C-Track Enterprise Court Case Management Solution for a customer's use. Implementation-related Services are distinct from annual Support-related Services.

1

One-time Professional Service to perform an initial C-Track Implementation

C-Track Applications included in C-Track license:

- Project management
- Discovery
- Cloud Hosting & Managed Services
- System Packaging and Deployment
- Legacy System Data Conversion & Migration
- System Configuration
- System Report Creation
- Third party System Integration Development and Consulting (if applicable)
- C-Track Product Customization Development (if applicable)
- End User or Train-the-Trainer Training
- Go Live/Cutover Activities

TRCMS details these one-time implementation Services in an Implementation Statement of Work on a Firm-Fixed Price basis using the Lot 3 daily bill rate. Changes to the Implementation Statement of Work will be managed via Change Orders.

2

Post Go-Live Professional Services

Customers can purchase Post Go Live Services such as configuration changes, additional training, and product customizations through Change Orders.

Costs calculated using the Lot 3 daily bill rate.

3

Optional Product Upgrade Services (See Lot 2b Service Definition for additional detail)

During a Product Upgrade, customers can include add-ons to further enhance C-Track and user capabilities

Includes:

- Workflow Improvement and Product Optimization Analysis
- Workflow Improvement and Product Optimization Configuration
- Legislative or Other Configuration Changes
- Training Packages & Support
- New Functionality Configuration
- Product Roadmap Requests.

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Service Descriptions

Service	Description
Project Management	Each engagement is managed by a TRCMS Engagement Manager who provides day-to-day oversight, escalation management, and serves as the customer's main point of contact during implementation.
Discovery	Discovery is the first phase of an implementation wherein TRCMS performs a set of activities to establish a shared understanding of project goals, scope, and requirements. Its duration varies based on the number of courts and case types included in the project. During Discovery, TRCMS will: • Introduce the Customer to C-Track and gain insight into the Customer's court case management processes. • Assess requirements, determine how C-Track will meet them, and document any gaps along with remediation or prioritization plans. • Produce the key project documents Deliverables that baseline the scope of Services to be performed: Business Process Review Report; Gap Requirement Traceability Matrix; Infrastructure Design Document; Integration Scope Document; Rules, Fields, Tokens, and Reports Analysis Document; Data and Document Migration Scope Document. • Changes to implementation scope and services during the project implementation will be managed via Change Orders.
System Packaging and Deployment	Using the Deliverables from Discovery, TRCMS installs, configures, and tests C-Track software releases in each cloud infrastructure environment. These Services occur during initial implementation, production use maintenance periods, and version upgrades.
Legacy System Data Conversion & Migration	Using the Deliverables from Discovery and customer involvement, TRCMS migrates customer data and documents into C Track using TRCMS's proprietary migration toolkit. These Services are only performed during the initial implementation.

Service Descriptions

Service	Description
Third party System Integration Development and Consulting	If applicable and required for initial Go Live, TRCMS develops integrations and data exchanges with third party systems using a proprietary API Integration Toolkit. Customers may also use the toolkit to self-develop integrations after Go Live.
System Configuration	Using the Deliverables from Discovery and customer involvement, TRCMS conducts customer workshops to perform the initial setup of C-Track modules, menus, data tables, data fields, forms, tokens, user types, security, case classifications, docket entry types, opinion types, case statuses, and workflow business rules.
System Report Creation	Using the Deliverables from Discovery, TRCMS creates custom Power BI reports using the C-Track Reporting Database.
End User or Train-the-Trainer Training	Using the Deliverables from Discovery, TRCMS trains customer personnel on how to use C-Track. This training is on C-Track functionality and does **not** include training on court policies or required procedures.
Go Live/Cutover Activities	As the final phase in implementation, TRCMS assists customers with Go Live preparation and cutover activities.
Change Order/Management	Change Management Services can occur during any phase and apply to any addition, upgrade, reduction, deletion, modification, improvement, or adjustment to the terms, conditions, Services, or Deliverables performed by TRCMS as part of implementation or during an annual support period.