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Thomson Reuters Court Case Management Solutions

G-Cloud 15 Service Definition

Case Center – Digital Evidence Management

Case Center 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 of evidence.

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.



Case Center 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, our system supports organisations who want to give their staff purpose-built tools to build, review and present bundles 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 relevant 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.

Overview of the G Cloud Support Services

We are always enhancing Case Center and are open to the requirements of the user community. To support our customer's requirements we will, where we see a benefit to the solution or the user community, develop new or enhanced Case Center functionality.

SaaS customers are kept on a continuous upgrade path with new features and enhanced functionality delivered automatically as part of the annual licence cost.

We offer training and support services to assist customers with on-boarding, setup and maintenance of Case Center. The list below illustrates examples of available Cloud Support services.

Professional Services

Professional services are identified and provided in a purchase order, statement of work, or similar within a Call-Off Contract.

1. Court Enablement

An evaluation service to assist with the implementation of Case Center within a court. The service includes an initial evaluation of processes and existing infrastructure, advice on infrastructure requirements, model protocols for paperless working, template project plans, initial communications and training and provision of help guides.

2. Development Services

Provision of consultancy, Agile discovery, software architecture and design, software development, deployment and test resources to assist with integration and enhancement of the Case Center service. Customers can request from a set of standard support packages and Case Center resources can be supplied as a standalone undertaking or embedded within a customer team.

3. Template Management

Assistance with the design and setup of templates.

4. Azure Management

Advisory support for the secure and cost-effective deployment and subsequent management of a dedicated Azure environment for hosting Case Center.

5. Jurisdiction review

Advisory support to assist with the development of business case and implementation plans for conversion of a jurisdiction to use Case Center for paperless hearings.

6. Case Management Integration

Many customers already use legal case management systems to store court documents and bundles. Case Center can be integrated to existing systems through the Application Programming Interface (API). Our API supports the full range of activities provided through a secure and authenticated set of RESTful web services. Integration resources can be supplied on-site to work as part of a customer team.

7. Video integration

Technical support for the integration of courtroom AV systems to the Case Center service.

8. Single Sign On

SSO permits single sign on from the customer's own identity management solution using SAML-2 tokens and Active Directory Federation.

9. Service Catalogue

The service catalogue can be customised to meet local circumstances and can be made available to third party providers to facilitate service desk integration. The catalogue items (e.g., export an archived case to removable media, block a user, delete a case) are also customisable to meet local circumstances. Catalogue elements will be priced using the Lot 3 rate card.

10. Extended Service

Extended Service support is available including extended support hours and integration with existing service delivery processes and organisations. Extended support hours are priced by reference to the Lot 3 rate card.

Additional service management support is also available, including:

- Manage acceptance into service processes and user acceptance testing
- ITIL compliant service management
- Design of integrated service processes
- Integration and co-operation with existing service suppliers.

11. Data Protection

Forensic reporting, support for compliance with GDPR obligations including Data Privacy Assessments, and provision of expert witnesses and expert reports.

12. Project Management

Thomson Reuters can deliver project management support in conjunction with training and change management and development work or to prepare for major trials. There is no minimum order period, *ad hoc* purchases are allowed, and resources subject to any restrictions can be deployed on-site to work as part of a customer team.

13.Training Packages

To assist customers to maximise the benefits of the Case Center service, we offer a comprehensive set of online training resources and the following services:

Standard Training Packages		
Package	Name	Duration Hours
1	Basic/New User Training	2
2	Advanced Features	2.5
3	Custom Agenda	1
4	Large Case Consultation	2
5	Tools for Lawyers	1.5
6	Mock Trial	1.5
7	API Development Consultation	16

Accreditation / Certification Training Packages		
Package	Name	Duration Days
1	Remote	5
2	Onsite	5

Engaging and Pricing

Thomson Reuters provides a consultative process to help cost Cloud Support projects. In the first instance we discuss with you the areas in which you need support. Depending on the scope this initial work may be chargeable under Development Services or Project Management. Then we prepare a proposal with you to deliver Cloud Support to fulfil your requirements. Following your acceptance of the proposal and a purchase order we will carry out the work described in the proposal.

All services are priced according to the Lot 3 Rate Card. The Lot 3 Rate Card is available under the Case Center - Digital Evidence Management Professional Services definitions.

Terms and Conditions

This Service Description and the provision of Case Center are subject to the G Cloud Framework T&Cs and the Thomson Reuters Case Center Product Specific Terms and Conditions.

Customer Responsibilities

Our support obligations are subject to the customer's commitments set out in the Thomson Reuters General Terms and Conditions and Product Specific Terms and Conditions.

Contact Details

For more information about Case Center, you can get in touch by phone, email or visiting our website.

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