

PROFESSIONAL SERVICES AND SUPPORT

MEET THE PEOPLE BEHIND THE SOLUTION

In the complex, specialized world of court processes and procedures, technology can only be as effective as the people who stand behind it. That's why every Justice Systems solution includes a complete collection of service and support offerings—all delivered by an elite team of professionals with decades of collective experience working inside the court system.

When you invest in a Justice Systems solution, you gain all the advantages of working with people who combine a thorough knowledge of our technology with a detailed understanding of the issues and challenges you deal with every day. You also experience the peace of mind that comes from partnering with an organization that is passionate about providing every customer with personalized, do-whatever-it-takes service and support.



"The people at Justice Systems helped us through every step of our design and installation process. They understood exactly what we needed and knew how to make it happen."

KELLY O'BRIEN
Chief Information Technical Officer
Kansas Judicial Branch

SERVICES YOU CAN COUNT ON

At Justice Systems, all our professional services work together to help you gain the maximum value and benefit from your case management solution. This includes:

Reliable Help Desk Services—Our personalized service philosophy begins with our frontline help desk. Every time you call, you'll speak with a friendly, knowledgeable professional with real-world experience on the job, as well as an in-depth understanding of our software. This representative will act as your personal advocate and work with you to resolve your issue—usually on the very first call. If you need additional help, your help-desk representative will rally the appropriate technical people and coordinate efforts to address your concern quickly and efficiently.

Technical Support—Justice Systems has assembled a team of technicians, and analysts with extensive hands-on experience working with courts and prosecutors of all types and sizes. This support team is standing by to solve any problem—from installation questions to database issues—and keep your Justice Systems solution running smoothly.

Effective Training—The world's most effective case management solution can't deliver results unless your people know how to use it effectively. At Justice Systems, our training specialists will work closely with you to design a training program that complements your people and unique environment. You have the option of sending your staff to our dedicated training facility in Albuquerque, New Mexico for intensive classroom training—or bringing our instructors right to your offices. Of course, our trainers are always happy to customize and adapt training content to meet your specific needs.

Expert Consulting—No other court is exactly like yours, with its unique blend of people, processes, and procedures. Our consulting team can help you design and implement a customized solution that adapts to the needs and requirements of your organization—rather than forcing your people to adjust to the limitations of a one-size-fits-all product. Our consultants can also help you create a solution that embraces and supports best practice court procedures and integrated justice principles.

Installation Services and Setup Assistance—At Justice Systems, our technicians and database experts will work with you through every step of the installation, setup, and database tuning process, so you can take full advantage of your court solution from the very first day.

Custom Programming—Our products provide a sophisticated and highly functional case management framework. If you need additional specialized capabilities, our team of programmers can tailor that framework to fit your organization perfectly. This includes database customization, systems integration, data conversion, user interface modifications, and more.

PROFESSIONAL SERVICES AT A GLANCE

JUSTICE SYSTEMS CAN OFFER YOU THE FOLLOWING PROFESSIONAL SERVICES:

- Frontline Help Desk Service Support
- Product Support
- Technical Support
- Pre-Installation Support
- Installation Support and Setup Assistance
- Training On-Site
- Classroom Training at Justice Systems Training Center
- Consulting
- Design and Implementation
- Court Procedures
- Integrated Justice
- Custom Programming
- Product Customization
- Systems Integration
- Data Conversion
- Interface Development
- Much More...

TAKE THE NEXT STEP

Find out how our Professional Services can help you make the most of your Justice Systems solution. Call 505.883.3987 or visit justicesystems.com for more information.