

Webiplex – DocuPeak

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Inglewood California

INFORMATION TECHNOLOGY AND COMMUNICATIONS

City of Inglewood Implements DocuPeak Subpoena Management, Electronic Delivery System for Subpoenas, Using DocuPeak's ECM/BPM platform

Organization Need

The City of Inglewood and the Los Angeles District Attorney's Office wanted to implement an automated electronic delivery system for Police Department subpoenas. The electronic delivery system needed to constitute legal service of the subpoena. Implementation of an "Electronic Delivery System" to deliver subpoena data was needed to provide timely and efficient service to police officers who work a variety of shifts and create an audit trail for delivery and receipt of the subpoena. It was crucial to create a system that provided: confirmed identification of relevant parties, uniform search criteria and scalability to serve multiple cities Police and City Attorney Departments in the future, The system needed to be web-based solution for ease of administration and end user access via web browser for the Police Officer served with the subpoena, provide real time notification, monitoring of all Subpoena activities and easy to use reports for management.

In addition to Subpoena delivery and tracking, the DocuPeak Subpoena Management System improved accountability and communications between the Police Officers and the District Attorney.

Customer Profile

The City of Inglewood and Webiplex have formed a strategic partnership that is focused on utilization of *DocuPeak* SaaS to develop content management and business process management applications for the City. The "DocuPeak Subpoena Management," application was the second application implemented by Webiplex at the City of Inglewood by utilizing DocuPeak's suite of customization tools. *DocuPeak* supports multiple applications using a common Web portal front end, which provides a fast ROI and a platform to meet future application needs.



Advantages:

- *Simplifies Subpoena delivery and tracks notification activities*
- *Reduces administrative costs and saves significant time*
- *Improves accountability of Police Officers and courtroom attendance*
- *Creates an automated process for improved consistency and delivery*

Objectives

The primary objective was to improve the methodology for the Police Department's subpoena delivery, acceptance, and management, while improving the efficiency & timeliness of the process. In addition, creating an automated audit trail to keep track of all subpoena activities was needed to accomplish these goals.

Solution

The LA District Attorney, City of Inglewood, and consultants from Webiplex used *DocuPeak* to create an application to automate the entire Police Department subpoena process. The application, *DocuPeak* Subpoena Management, provides an online web form to serve subpoenas in an automated manner for improved consistency and timeliness. A summary listing of all subpoenas is presented in a dashboard view per Police Officer, and a detailed audit trail can be viewed and updated electronically.



DocuPeak Subpoena Management system highlights:

- The City is saving over 200 hours per month of administrative time to deliver, track and manage the Subpoena process
- A web form is used to deliver Subpoenas and provide a detailed audit trail
- Labor intensive manual data entry is avoided while e-mail attachments are the primary means to serve Subpoenas
- The application provided a seamless implementation for the Police Department while demonstrating ease of use for the officers
- The *DocuPeak* platform is flexible and adaptable to meet the changing needs of the City and have data collection and reporting in place

Value

With *DocuPeak*, the City of Inglewood has implemented a city-wide Subpoena delivery, acceptance, and tracking system. The functionality of the system allows the City to configure the document management and workflow processes in a manner that meets their internal needs. The City has plans for additional applications using the *DocuPeak* platform for contract administration and within their IT Department Continuity of Operations Plan. *DocuPeak* provides a flexible application platform to quickly configure paperless automated business processes, improve management oversight and increase staff productivity.

ROI

The monthly cost of the SaaS *DocuPeak* platform can be amortized over multiple applications. The City of Inglewood selected the SaaS solution and negotiated an Enterprise-Wide license agreement. The City IT Department can deploy *DocuPeak* applications to all City employees or outside consultants with no additional cost to add applications or end users. The City is able to budget for the complete system software and technical support on a fixed monthly subscription basis. All future applications add to the benefits and Return on Investment for implementing *DocuPeak*.

“While working on the *DocuPeak* project management application “CitiStat”, I was tasked by representatives from the Inglewood PD to provide a solution to their antiquated subpoena tracking system. After a handful of discussions with the developers from WebiPlex, I quickly realized the potential for an additional BPM application that would provide 24-7 functionality to the members of the Inglewood PD. It needed to be extraordinarily user friendly, customizable, scalable, and reliable. Within a few months, we had an application that provides the above requirements plus the security and functionality required by the DA which will also allow us to bridge systems with the City Attorney’s Office.”

Derrick Deconinck
Police Systems Analyst II
Inglewood ITC Department



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For more information about WebiPlex products and services please call (949) 861-4378.

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