

REPLACING THE PAPER IN PAPERWORK FOR THE CRIMINAL COURT OF THE CITY OF NEW YORK

Date Published: December 2002

"The new Summons Scanning platform improved scan accuracy to 98%, allowing the NYCCC to cope with increasing throughput and yet process, index and upload claims in 1/10th the time it took with the previous solution."

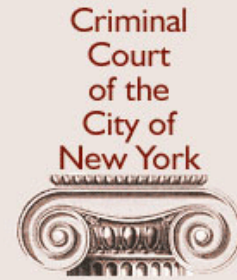
Challenge

The legacy scanning application used by Criminal Court of the City of New York to digitize summonses relied on outmoded optical character recognition (OCR) software to capture a 10-digit summons number from the documents. Due to a high incidence of pen marks in the document OCR zone and deficiencies in the software, this operation had an error rate of fifty percent. Rejected summonses were keyed in manually causing a lag in process time up to six hours.

In addition to software issues - the NYCCC also had a significant process issue due to all their images being housed in a non-redundant attached disk array. If network connectivity was lost or a disk failed - the documents would not be available for Summons processing.

Solution

CCCNY selected ImageWork Technologies Corporation to guide and assist them in the improvement of their citywide summons scanning operation. The main goal was to replace the failing capture software with a faster, more reliable solution.



Solution Overview:

Customer Profile:

The Criminal Court of the City of New York (CCNY) has preliminary jurisdiction over both felony and misdemeanor arrests in New York City. Criminal Court maintains jurisdiction over the felony cases until the grand jury votes an indictment. Once an indictment has been voted, the case is transferred to the Criminal Term of the Supreme Court in the appropriate county for trial or disposition. The Criminal Court has trial jurisdiction over all misdemeanors and petty offenses committed within the City of New York.

Objectives:

To optimize Summons scanning operations for all five boroughs of NYC.

Solution:

ImageWork deployed & customized its high performance SpiderSilk.NET framework for Summons scanning operations.

Technical Components:

- SpiderSilk.NET
- Microsoft .NET Framework
- Captiva ISIS SDK

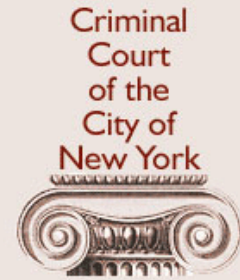
ImageWork performed a careful analysis of the current workflow and procedures; outlined data flow; and index requirements; processing rules; and technology infrastructure for the agency. With a clear understanding of the CCCNY's needs, ImageWork recommended the deployment of a custom scanning application to process its load of 12,000 pages per day. ImageWork also sold CCCNY a new Kodak i600 Scanner to replace the existing unit as the agency's primary scanner.

ImageWork designed and developed custom modules for scanning, indexing and quality control of summonses. The application integrates with CCCNY's existing document retrieval system, built in PowerBuilder and backed by a Sybase 11 database. The database houses images and data including, summons number, date scanned, image filename, and user and scanner ID numbers. The scan software automatically reads bar codes from the original summonses, and a file name is assigned based on the bar code value. The system updates the Sybase 11 back-end in real-time, enabling CCCNY staff to view newly scanned images instantly.

ImageWork installed and configured the Kodak i600 to work with the Summons Scanning Application while the 3520D will be used as a supplement or backup scanner.

The Summons Imaging Project began in September 2002 and concluded in late December 2002. ImageWork's end-to-end replacement of CCCNY's summons scanning operation yielded a 400% increase in summons throughput.

In addition to the improved scan system - ImageWork also setup a unique "mutually assured transfer" backbone that ensured that if atleast two server nodes did not get the transferred images - then a copy of the transfer would be stored on the transmitting station - where it would keep re-trying until the node(s) came back up. This ensured that at no time were documents left only on one repository, this ensuring redundancy in a disaster scenario.



Benefits

Offering Open Database Connectivity (ODBC) compliance with most popular databases and support for an XML export feature, the Summon Scanning Application allows for a variety of indexing, storage and display options. This gives CCCNY the flexibility to migrate from Sybase to Oracle in the near future with minimal changes to the scanning component. The application also interfaces seamlessly with most Image and Scanner Interface Specifications (ISIS) driven scanners, which allows the agency to add, upgrade or replace their existing

