

## Success Story:

# Streamlining the Arraignment Process for a Major U.S. City with OM Plus

## Background:

A large U.S. city in the Northeast was facing a time-consuming and labor-intensive process in their arraignment document workflow. They struggled to sort and deliver multiple documents from several different systems in a timely manner to the various participants involved in the judicial process. This manual process was not only cumbersome, but it was also subject to human error.

## Problem:

The key problem for the city was the time-sensitive nature of arraignment procedures. Failure to arraign individuals in a timely manner resulted in their release, posing a risk to public safety. The city needed a solution that could prepare documents quickly and accurately to meet these deadlines.

## Solution:

Plus Technologies stepped in with their OM Plus Output Management Software, automating and streamlining the entire document workflow process. With the software's ability to create unique document packets based on user-defined criteria, the previously cumbersome and manual process was now automated, enabling a quicker and more efficient delivery of the required documents. The software could route each packet to the appropriate destination electronically, allowing participants to view and print documents as needed. The result was a significant reduction in the time it took to complete the process, along with a marked improvement in user experience and a near elimination of human error.

## Implementation:

The OM Plus solution was customized to meet the specific needs of the city. Plus Technologies demonstrated their willingness to listen to the customer, their consultants, and respond to their needs in a timely manner.



**Plus**  
Technologies

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## Benefits:

In addition to the document workflow solution, the OM Plus award-winning project software provided the city with added benefits such as:

- High availability, ensuring uptime even in the event of server, printer, or supplies issues
- Maximizing document delivery fidelity with user notifications and auto-rerouting in case of printer failure
- Elimination of costly and time-consuming consultants' programming changes for print and output on the back-end application system
- Operating system and printer agnosticism

## Results:

Thanks to the OM Plus solution, the city was able to significantly reduce the time it took to complete their arraignment process to meet their promised, legal obligation, as well as speed up the roll-out of the new application. The software was able to deliver documents in a fraction of the time compared to the previous process, improving customer experience and reducing missed deadlines. Plus Technologies' ability to customize the solution and meet the customer's very specific needs was instrumental in the city being awarded the eArraignment project and to the overall success of the project.

## Conclusion:

OM Plus software provided a vital solution to the cumbersome and time-consuming arraignment document workflow process for a major U.S. city. By streamlining the process and automating much of the work, the city improved the user experience, reduced errors, and met important deadlines. This award winning project serves as a testament to the power of innovative technology solutions in solving critical business problems.

