



Case Study

Cisco modernizes the justice system with secure remote connections

Much like the rest of the modern workforce, government entities such as the criminal justice and court systems have made it a top priority to adapt to the COVID-19 pandemic by implementing remote conferencing technology. However, these organizations have a substantial burden of security and due diligence to meet when embracing any new data sharing and connectivity solution.

When a county court system in the Midwestern U.S. required assistance with transitioning its facilities and processes to fully-virtualized and remote-capable status, it turned to Cisco and CBTS.

Challenge	CBTS solution	Results
<ul style="list-style-type: none"> Justice system leaders struggle to maintain the continuity of due process while embedding resilience that can survive any future stresses. 	<ul style="list-style-type: none"> CBTS partnered with Cisco to help the client court system transition its facilities and services to virtual status through secure remote video conferencing accessible anywhere, anytime via any authorized device. 	<ul style="list-style-type: none"> The secure and accessible functions of Cisco Connected Justice kept court system employees and the general public safe while enabling continuity of regular operations.
<ul style="list-style-type: none"> The legacy databases and conferencing capabilities currently used in court systems are largely unable to ensure convenient access without compromising on security. 	<ul style="list-style-type: none"> Cisco Connected Justice was implemented along with Cisco Webex to improve operational efficiencies and keep the court system operational while also empowering the remote delivery of government services. 	<ul style="list-style-type: none"> Evidence, court documents, case files, and other sensitive materials under government jurisdiction are kept secure by the built-in network resilience and access control functionality of Cisco Connected Justice.
<ul style="list-style-type: none"> The COVID-19 situation has intensified the need for remote conferencing capabilities that fit the unique security needs of the court system. 	<ul style="list-style-type: none"> The Cisco Connected Justice solution includes a suite of industry-leading features, such as real-time video platforms, private "side-rooms," calendars, and more. 	<ul style="list-style-type: none"> The benefits of Cisco Connected Justice extend to the legal field as well, as it cuts down on travel costs and allows counselors to instantly provide interpretation services.

Challenge

The COVID-19 situation has intensified the need for many industries to embrace remote conferencing capabilities, and the justice system is no exception. Over the past year, the client court system has found itself in need of a virtualized remote accessibility solution that met the strict security requirements of a government institution.

The court system's leaders have struggled to keep regular operations running smoothly and ensure due process for inmates while updating the system to cope with current and future network stresses. A primary obstacle in this process was the question of how to update the court system's legacy databases and remote access capabilities without sacrificing data security. That's where CBTS and Cisco Connected Justice came in.

CBTS solution

To deliver unrivaled access and convenience paired with industry-leading security for the client court system, CBTS partnered with Cisco to implement Cisco Connected Justice and fully virtualize major court functions. Cisco Connected Justice allowed for inmates, attorneys, courthouse employees, and the general public to access court system video conferencing whenever needed from any authorized device.

Additionally, this solution allows judges and attorneys to utilize "siderooms" that preserve attorney/client privileges when necessary. Cisco Connected Justice's unique "plug and play" approach is built upon a simple architecture that is easy to deploy and support.

Cisco Connected Justice was packaged with Cisco Webex to improve the efficiency of core justice system processes and make public services accessible remotely. This ultimately enabled the continuity of justice system functions during a time of unprecedented stress, kept workers safe by delivering critical services without physical contact, enhanced response times (thereby improving citizen engagement and trust), and reduced costs of operation.

Results

As a result of implementing Cisco Connected Justice with help from CBTS, the court system enabled the secure continuity of regular operations in spite of the trying circumstances imposed by COVID-19. With Cisco Connected Justice, attorneys, counselors, and interpreters can meet securely and safely with their clients without breaking social distancing or privileged information protocols.

Corrections departments are also able to use Cisco Connected Justice to more effectively quarantine detention center inmates through remote, real-time conferencing. This also enables telehealth appointments, virtual education programs, remote court proceedings, safe family visitation, and more. These benefits also extend to the post-release period, allowing the court system to maintain rehabilitative support and supervision after inmates leave correctional facilities.



Discover how Cisco Connected Justice delivered by CBTS can revolutionize your court system for the modern age.

For more information, contact us at cbts.com.



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Communication, covered.