

ATTORNEY GENERAL'S OFFICE STREAMLINES USING INNOVATIVE CASEMATTERS™ SOFTWARE

Business Profile

Attorney General's Office

As the state's chief law officer, the Attorney General serves as legal counsel to all statewide elected officials, the Ohio General Assembly and all state departments, agencies, boards, and commissions. Betty Montgomery was Ohio Attorney General from 1995 to 2003.

Scope of Business

There are seven offices in seven metropolitan areas throughout Ohio. The Attorney General is charged with rule-making authority in the areas of charitable law, consumer protection, crime victims services, criminal record checks, environmental background investigation and peace officer training.

Established

The Ohio AG office was organized in 1795 while Ohio was still a territory of the United States..

Benefits Summary

During Betty Montgomery's term of office she was instrumental in securing an effective and secure way to manage cases, sections and the entire AG office. CaseMatters provides friendly tools to keep track of docketing events, important contacts, case specifics and documents. It gives the users specific section information and detailed management statistics by attorney, case type and many other categories.



When Betty Montgomery began as the "law firm for the State of Ohio" she asked a simple question, "How many cases do we handle each year and how many open cases do we have currently?"

THE CHALLENGE:

When Betty Montgomery was elected Attorney General she faced the enormous challenge of overseeing all legal cases for the state of Ohio. She wanted specifics about the many sections and their case loads, her noteworthy cases and she wanted monthly reporting of this information so she could more efficiently manage the office.

Without this information, resources could not be directed toward those areas or sections that needed them, specifically the Attorney General's customers, the state agencies and the more than 11 million Ohio citizens.

In 1995 during Montgomery's first weeks in office, she was alarmed that seemingly basic information was not readily available. She set out to build an effective case management tool.

The AG office lacked in-house development expertise and off-the-shelf case management packages were unfit for

the task. The Office's new chief technical officer, Dave Potts, asked for something that could be developed that would provide the kind of tracking and management for which the Attorney General was asking.

THE SOLUTION:

Originally called EAGO (Enterprise Attorney General's Office), CaseMatters™ evolved over the next few years. Due to the flexibility requirements of many sections and customers, CaseMatters, became a Case Management tool kit with new aspects for each section. Reporting could be rolled up to provide summary information.

In her first year, Montgomery got her answer. Thirty-five thousand active legal cases were open, encompassing issues ranging from consumer fraud and criminal justice to environmental enforcement and constitutional challenges.

Sections became more efficient. using CaseMatters. Attorneys found they could handle more cases while sec-

tion chiefs had the information they needed to manage their individual sections.

THE RESULTS:

Using CaseMatters with the CaseMatters tool kit specifically designed for Consumer Protection (previously called CCAPS), the Consumer Section won an award - the *Consumer Agency Achievement Award* from the National Association of Consumer Agency Administrators.

CaseMatters was also demonstrated in a presentation in a meeting of the National Association of Attorneys General.

Results Engineering

Results Engineering is the industry leader in evaluating, planning, designing, creating and successfully implementing electronic document management and workflow.

Our "Automated Workflow Process" will easily pay for itself across your organization through smarter document creation, storage, retrieval and retention.

Our professional staff at Results Engineering has been developing innovative tools and techniques to implement workflow solutions for simple and complex business systems since the 1980's.

Ours is not a quick and dirty, stop-gap, one-product-does-all approach. Rather, we focus on designing processes that smoothly integrate the many vital interconnected functions and systems within and without an organization.

As your partner in improving your document management and workflow processes, we will meet with you, visit your facilities and become thoroughly familiar with your current and future requirements.

Within a three-phase development process we will: First, map the right plan to identify all relationships between processes and related documents, security issues, compliance laws and retention rules. We develop cost estimates and design an appropriate custom project. Second, develop, test, implement the plan and conduct training. Third, "hand off" the system and provide monitoring and long-term support.

Our average implementation is completed within 8 to 12 weeks.

Contact us today to discuss your workflow challenges.

Results Engineering
130 Wetherby Lane
Westerville, Ohio 43081

(614) 899-2950
casematters@reeng.com
www.reeng.com