

UC, FMC, MUC, UMA-
WHATEVER ...
WHY NOW?

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Thirteenth District Court

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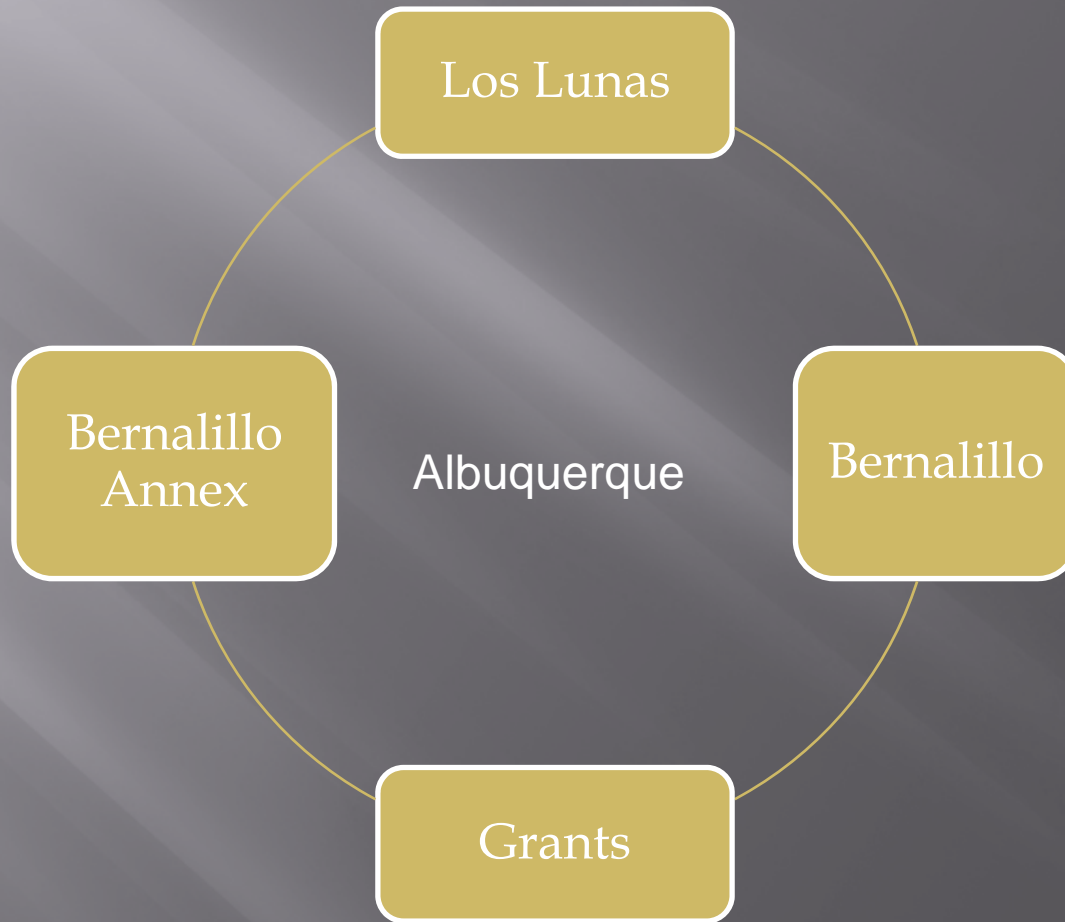
Thirteenth District Court get to know us

- ▣ General jurisdiction trial court
 - 11,000 cases plus in 2007
 - 9 judicial officers
 - 100 plus employees
- ▣ Growing at an annual rate of 12.5%!
- ▣ Suburban jurisdiction
- ▣ Very traditional organization with many processes set in statute



Four courthouse locations

-> existing VoIP and wi-fi infrastructure



FMC Adoption Patterns

- ▣ Several court locations and service delivery points
 - Staff attorneys – Pro se litigants
 - Probation Officers – “clients”
 - Judges on-call 24/7 for fax warrant review
- ▣ Single contact point and single voice-mail box is a minimum
- ▣ PBX features: use of enterprise extensions
- ▣ Single unit for all phone numbers

Breakeven points -> quick!

- ▣ Leveraging wireless and VoIP infrastructure
- ▣ The court is avoiding desk units – deploying dual mode smart phones
- ▣ Cost of cell service reduction – by approximately 60%
- ▣ Hard costs recouped in approximately 18 months
- ▣ Largest benefit is better service to clients
 - Reduced reopened cases from 40% to 8%

Cultural shift

- ▣ The court is a traditional organization recognizing a cultural shift
- ▣ Rising from **users**
- ▣ Users = employees avoiding land lines at their residence
 - why not at the office too?

Where does the adoption go from here?

- ▣ More variety in service providers and cell carriers
- ▣ More variety in smart phone units – “handset agnostic”
- ▣ Desk-bound employees provided cell/wi-fi units?
- ▣ PBX only hardware inside buildings?