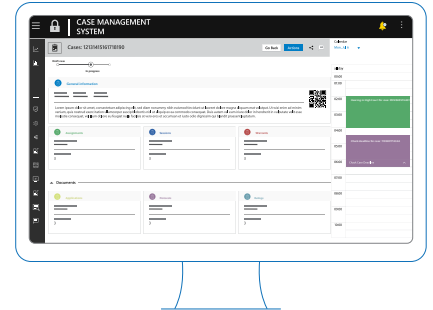


Synergy Case Management System

Synergy Case Management System (CMS) is a single system for managing the entire case lifecycle from initial filing through disposition.

Synergy's CMS solution enables justice sector institutions to modernize case record management, improve case processing and expand citizen access to justice, thereby promoting public trust in the justice system. It offers rapidly customizable toolkits designed to support case filing and administration, document management, case scheduling, case tracking through workflow management, and analysis of case data.

With Synergy CMS, Justice Sector Institutions can employ the robust tools that enable knowledge-driven decision making and effective reporting and accounting.



AWARDS



**TOP TEN COURT TECHNOLOGY
SOLUTION AWARD**
National Association for Court Management



**SYNERGY INDICATA: STRATEGY
EXECUTION AND MONITORING
& EVALUATION**
Gartner's Market Guide



**INTERNATIONAL GOLD TROPHY FOR
MOST INNOVATIVE TECHNOLOGY**
African Association of Public
Administration Management (AAPAM)

KEY FEATURES

Automated Workflow Processing

Synergy's Workflow Designer enables the automation and continuous improvement of case processes and user actions. Administrators define the set of states that a case must pass through from initiation to closure. Synergy CMS can incorporate business processes of any justice institution, easily adapting to rules and conditions stipulated by law.

Role-based Access

Effective user management is essential to maintain a secure system. Role-based access capabilities enable administrators to replicate organizational structures within the CMS and set unique user access permissions for each department in each stage of the case life cycle according to their approved area of responsibility or jurisdiction.

E-Filing and Online Case Data Entry

The case filing module supports electronic filing for public users and lawyers, streamlining case filing for administrative staff, reducing potential backlogs, and eliminating the risks associated with physical case files. This replaces paper-based filing systems and enables virtual access from any web browser to a fully auditable single source of truth.

Form and Field Generation

A flexible and dynamic form-generator allows users to build, design, and manage data entry forms that capture case details without writing a single line of code. This ensures adaptability and system sustainability. Responsive design principles optimize the user experience across all devices: mobile, tablet, and desktop.

Legal Template and Document Management

Synergy CMS provides the ability to transform legal forms and documents into dynamic and configurable templates. Users can select a standard template and auto-populate case related data to produce a legal document or certification. Documents can be electronically signed or retrieved in a few clicks through full-text search.

Collaboration, Messaging and Notifications

Synergy CMS notifies users about events that occur in the system through configurable emails, system messages and SMS notifications. System users can collaborate by adding private or public notes and comments to case files. And all users and citizens can submit inquiries through an Online Helpdesk for technical support.

Calendar and Task Management

The Synergy CMS Calendar control enables system users to manage daily schedules and dockets, as well as tasks, meetings, and appointments. Users can keep track of case deadlines, hearings and other events through their personal online calendar. Workflow prompts help to automate scheduling of case events and send notifications to all case parties.

Advanced Analytical Reporting

Synergy's interactive data visualization toolkit includes reports, charts, and GIS maps that track case statistics and reveal trends, inefficiencies, and bottlenecks. Reports can be combined into dashboards to drill down into case data for improved analysis and decision-making. Users can save reports for future one-click access or share them with other users.

Audit Trail

Synergy CMS is equipped with an electronic Audit Trail that tracks the source of all data submissions and time-stamps all changes in the system. This enables the monitoring of operations performed in the system to provide advanced security and enable data validation, thus mitigating violations of system policies.

API Gateway and Integrations

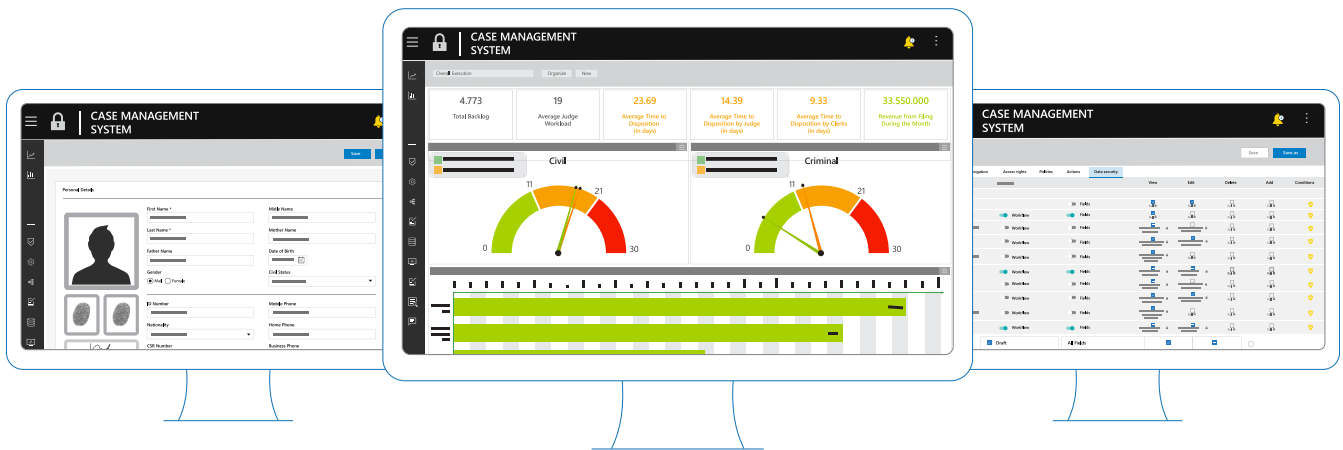
Synergy CMS can be integrated across police, prosecutors, courts & corrections, and has a built-in interoperability capability to interface with other external systems to retrieve and/or send data via an API Gateway. Synergy CMS supports open standards for data exchange with other applications based on a service-oriented architecture.

Import/Export Capabilities

Synergy CMS supports JSON and CSV format files enabling the bulk import of data from external systems in situations where integrations are not needed. Synergy CMS can also export case data into MS Word, MS Excel, or Adobe PDF. All system reports, case files, or predefined forms and templates can be exported at the click of a button.

AI for Case Allocation





Synergy CMS enables automated case allocation through Artificial Intelligence according to case subject, case weight, and each user's existing caseload. This optimizes case assignments, thus ensuring an effective distribution of work, improved efficiencies in administering cases, and reductions in the overall case backlog.

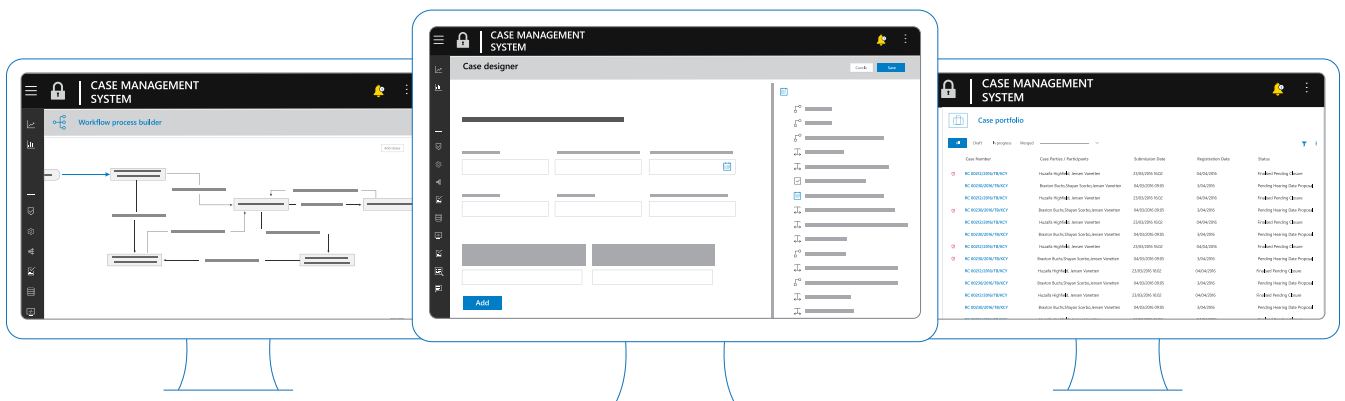


“ When we met Synergy & realised they could live our IT dream with us, we didn't look back and we've no regret. To our public who trust us, our partners who provide resources, colleagues and institutions in govt who support us, IT friends, A BIG THANK YOU! ”

Busingye Johnston, Minister of Justice, Rwanda

Synergy CMS can be implemented to address the needs of a particular justice institution or a country's entire justice sector – from a single court or a prosecution office to a sector wide solution. The following matrix illustrates the basic functional capabilities of Synergy CMS as an integrated solution and for different justice sector institutions.

MODULES AND FEATURES				
	Investigation CMS	Prosecution CMS	Judiciary CMS	Integrated CMS
E-Filing			✓	✓
Document Management	✓	✓	✓	✓
Management of Case Parties	✓	✓	✓	✓
Evidence Management	✓	✓	✓	✓
Sessions and Proceedings			✓	✓
Crime and Law Management	✓	✓	✓	✓
Online Payment			✓	✓
Interrogations / Interviews	✓	✓		✓
Search and Seizure Management	✓	✓		✓
Arrest and Release Management	✓	✓		✓
Decision Tracking			✓	✓
Indictment and Warrant		✓	✓	✓
Summons / Notices	✓	✓	✓	✓
Judgment Execution			✓	✓
Pleading Management			✓	✓
Case Combining and Splitting		✓	✓	✓
Case Transfer Management	✓	✓	✓	✓



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