



## CHT Competition Comparison

Differentiator	Courthouse JMS	ACS Juror	JSI Jury+
n-tiered, Web architecture	Yes	No	No
Built for Microsoft .NET Framework	Yes	No	No
Requires software “client” installed on every workstation	No	Yes	Yes
Multiple locations, 1 installation	Yes	Yes	No
Online Customer Service Center			
⌚ 24/7 Support			
⌚ Knowledgebase articles	Yes	No	No
⌚ Release notes			
⌚ Online training movies			
⌚ Support case tracking			
Vendor required to support multiple versions of application	No	Yes	Yes
Decoupled reporting	Yes	No	No
Integrated imaging-based scanning solution	Yes	No	No
Facilitates service bureau operations (through Web Services)	Yes	No	No
Separate modules required	No	Yes	Yes
Reports/Documents - Print to any printer, any tray, duplex or simplex; or, render as PDF, Word, or Excel	Yes	No	No
Vendor publishes a Product Roadmap – Continuous Updates	Yes	No	No
Tightly integrated peripherals, purpose built for JMS (IVR, eResponse/web)	Yes	No	No
Supports handheld devices with integrated bar code reader	Yes	No	No
Statistical dashboard	Yes	No	No

## **n-Tier, Web Architecture**

- Provides encapsulation for the application's different tiers and components, resulting in a more robust application.
- Allows for easier maintenance and support, since it's easier to change and upgrade a single specific component in an n-tier application than it is to make changes in many places in an application which inter-mingles its user interface, presentation, business logic, and data access components.
- Enables a physical model where the different tiers can be placed on computers that are optimized for roles as servers or clients, giving the customer the greatest flexibility in defining the balance of performance, scalability, fault tolerance, and security.

## **Built for Microsoft .NET Framework**

- Allows developers to choose from over 40 different programming languages including the ability to program different parts of an application in different languages (to benefit from the strengths of particular programming languages).
- Provides an extensive "base class library" which encapsulate a number of common functions, including file reading and writing, graphic rendering, database interaction and XML document manipulation, contributing to faster code development and easier maintenance and support.
- Supports platform independence. Applications built for the .Net Framework can run without change on any type of computer for which the .Net Framework is implemented.

## **No Software to Install**

There is no software to install on any workstation. Court locations require no particular IT infrastructure other than a Web browser and a network connection to operate the system. Application and database server hardware and software is only required for the host.

## **Multiple Locations, One Installation**

Courthouse JMS is designed to support multiple court locations in a single installation on a centralized server infrastructure. A single installation of Courthouse JMS can be used to support users from multiple locations across: a nation, state, circuit, district, division, county, multiple jurisdictions or courthouses.

## **Online Customer Service Center**

CHT has gone to great lengths to create a virtual "safety net" for our customers. Customers can open and view the status of their support cases; they can attach screenshots of unexpected issues and ascribe a priority to those cases that need immediate attention. The service center offers a continually growing knowledgebase of articles that can empower a customer to quickly find a solution to his or her problem in a stress-free manner, simply by typing in a few keywords. More significantly, CHT has integrated our jury management system with our Customer Support Center network by making it possible for the software itself to open a customer support case if and when a system error occurs.

## One Application – One Code Line

Several design considerations allow Courthouse Technologies to maintain a single version of the software for all of our customers, regardless of what their unique requirements might be. Unlike other vendors, we don't have to support multiple versions of Courthouse JMS to support different databases, operating systems, or business practices. With one code line there are fewer bugs, and a better user experience.

- Configuration features so customers can turn off functions they don't use.
- Data is partitioned by court location, so unique business practices from each court location can be employed (each location can use the codes, rates, reasons and methods with which they are most familiar) and so users access only the data that pertains to their location(s).
- Database agnostic, so the same application code can be deployed with existing licenses for either Microsoft SQL Server or Oracle.
- Reporting functionality is "decoupled" from the compiled code of the application.

## Decoupled Reporting

Courthouse JMS uses an embedded reporting component and viewer (Crystal Reports by Business Objects) so that reporting functionality is "decoupled" from the compiled application code. This means that we can custom assemble a set of reports specifically for our customers without impacting the usability of our product for other customers. Any of our predefined reports can be modified by the customer, by Courthouse Technologies, or by a 3<sup>rd</sup> party consultant. Gone are the days of coming to your vendor with your wallet open when you want a report changed.

## Integrated Imaging-based Scanning Solution

- Uses imaging technology and optical mark recognition software to assist in the processing of juror questionnaires and summons documents.
- Uses any commercial grade imaging scanner, eliminating the dependency on proprietary optical mark scanners.
- Seamlessly updates juror records – eliminates file handling and management by personnel.
- Stores an image of the document in the database (and associates it with the juror) so that you don't have to store the hard copy.

## Facilitates Service Bureaus

Courthouse JMS enables customers who support multiple locations to consider the costs savings from centralizing common business processes like questionnaire and summons printing (in combination with real-time address updates using the National Change of Address registry), questionnaire and summons and mailing at bulk postage rates, check printing and mailing at bulk postage rates, and even imaging returned questionnaires and summons. Because of its architecture Courthouse JMS can accomplish all of this through the use of Web Services, eliminating file handling and management by personnel.

## No More Modules

With other applications, navigating your Jury Management System means opening several different executable modules. With Courthouse JMS all navigation is at your fingertips in one consistent interface.

## Reports/Documents Rendering

All reports, letters, and documentation can be printed on any printer on your network using stock from any printer tray on a single side (simplex) or both sides (duplex). All documents and can also be rendered in Microsoft Word, Excel or in Adobe Acrobat file formats.

## CHT Roadmap

Have you wondered what your vendor will do to improve the product you use? Do you know when these improvements will be completed? Courthouse Technologies answers these questions by publishing a Product Roadmap. Our product roadmap lays out for our customers what new features and benefits CHT is planning over the next twelve to sixteen months to continuously improve our products and services. No more wondering. No more waiting.

## Integrated Peripherals

Courthouse Technologies has developed a suite of tightly integrated peripheral technologies for jury management that provide additional costs savings opportunities while increasing customer service. These include Courthouse eResponse, our interactive Web response system, Courthouse IVR, our interactive voice response system, and Courthouse MDS, our solution for wireless, handheld devices. These products are purpose-built by Courthouse Technologies for jury management. They technologies are not built by 3<sup>rd</sup> party partners or repurposed from other applications.

## Handheld Device

Courthouse MDS is the first and only commercial jury management application for mobile wireless devices. This cutting-edge technology is a hand-held PC application combined with a wireless bar-code reader. It provides the ease of real-time check-in of jurors from anywhere in the courthouse. This means it reduces courthouse congestion, saves time and money, while increasing efficiency. Courthouse MDS is the perfect add-on to [Courthouse JMS](#). Now, your JMS can as mobile as you are!

## Statistical Dashboard

Ever wanted instantaneous statistical analysis of your jury operation? Courthouse JMS has developed the ability to roll up the stats you need by court, county, division, district, state, circuit, or country depending on your needs, all the touch of a button.