

# TOPPAN

## TOPPAN ECQUARIA

Supreme Court Singapore

## Supreme Court Embraces IT Innovation to Boost Court's Efficiency

State-of-the-Art Application and Case E-Management System (ACES) Improves Transparency with Real-time Probe Capabilities



The Supreme Court is made up of the Court of Appeal and the High Court, and hears both civil and criminal matters.

Its vision is to establish and maintain world class judiciary with a mission to superintend the administration of justice.

In keeping with its vision and mission, the Supreme Court is committed to seeking continuous improvement in its processes and in embracing new innovation. The Court recognizes that upholding core values of integrity and transparency are paramount to instill public trust and confidence so as to achieve the highest levels of performance in delivering quality public service.

With the high volumes of cases the Court handles every day, the Court Registrar and officers were finding it increasingly difficult to expedite and track the cases efficiently. The Court had many disparate IT applications that required tedious manual case processing from the various disconnected data sources which often led to occurrences of data discrepancy.

Dependence on capacious, cumbersome Excel spreadsheets coupled with duplication of common data and lack of proactive alerts to system users on potential case breaching incidents largely impeded management visibility and the Court's operational efficiency.

To help meet these challenges, the Court called for a massive overhaul of its IT operations which will see the development of a new core IT source system called the Application and Case E-Management System (ACES). Not only will ACES "feed" other systems in the New Supreme Court Building, more critically, the new system will form the IT architectural framework for Singapore Judiciary's future Electronic Litigation System.

### Challenges

- Multiple discrete IT applications
- Manual case tracking, time-consuming report generation
- Data discrepancy
- Inefficient case management and tracking

### Challenges

- Sets a critical IT architectural framework for Singapore Judiciary's future Electronic Litigation System
- Proactive alerts; Real-time tracking of lifecycle of every case
- Streamlined processes, extensive integration and interface with Electronic Filing System (EFS) enable efficient data exchange
- Improved transparency and optimized utilization of solicitors' professional time

### Innovations from Toppan Ecquaria

- Revolutionary Service Covenant Framework™ empowers court leadership for increased governance
- Real-time KPI intelligent tracking as a key forethought
- Process-oriented mapping and execution
- Change Management and IP Retention Best Practices

## ***Innovations from Toppan Ecquaria***

Toppan Ecquaria won the ACES contract which is largely attributed to the innovations Toppan Ecquaria provides in its solution as well as its successful and proven implementation track record for large government projects.

Leading the industry with its revolutionary Service Covenant Framework™, Toppan Ecquaria has ingrained a service mindset as an immutable forethought into its solution design, development and implementation for government infrastructures.

**Ecquaria Service-Oriented Platform™ (Ecquaria SOP™)** is the underlying platform that powers ACES, empowering the Court to "FedEx" its operational processes, track case progress and take proactive action. Besides streamlining the Court's business processes for fixing of hearings and assigning of Registrars and judges, the Platform's service-driven technology enables the Court to set Service Level Covenants™ and Key Performance Indicators (KPIs) amongst its key stakeholders with respect to managing case life-cycles from start to end.

ACES is designed to empower the Court Registrar to receive proactive alerts on any potential delays in case filing, processing and management. This ensures cases move more efficiently down the case management pipeline, effectively improving turnaround time leading to a smooth final case closure.

## ***Results***

The project is implemented in multiple phases. The launch of phase 1 is a major one which sees ACES successfully integrated with the Court's existing Electronic Filing System (EFS), the Judiciary's flagship transactional system and a critical source of almost all of the Court's operational data. This facilitates seamless routing and processing of cases received from the front-end system to the back-end orchestration and execution of the case life-cycle.

With the expected completion of the next few phases in another few months, the ACES system is expected to significantly increase court efficiency, allowing court officers to keep track of timelines set by the courts for individual cases. This means substantial time saving for lawyers, who do not have to go to court for pre-trial conferences, provided they have complied with the timeline set for a particular case. This frees them to make better use of their professional time.

More importantly, the innovations Toppan Ecquaria provided through ACES offers the Court a robust and scalable platform to enforce good governance practices and service-delivery practices, which are in line with the Court's vision, mission and values. With ACES, Toppan Ecquaria looks forward to helping the Supreme Court establish a new benchmark in public service delivery with the promise of **"Service Delivery - Guaranteed"** delivered to its stakeholders.

## **For more information, please visit [www.toppanecquaria.com](http://www.toppanecquaria.com)**

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