



## **CASE STUDY**

### **BUSINESS CASE: STRATEGIC EXECUTIVE SOLUTIONS ENGAGEMENT WITH COURT SERVICES VICTORIA (CSV)**

#### **EXECUTIVE SUMMARY**

The Magistrates Court of Victoria's existing receipting and management reporting systems were diverse, labour intensive and complex to comprehend in their entirety. Court Services Victoria wanted to reduce the challenges associated with these arrangements and significantly improve its management information and reporting.

#### **Background:**

CSV was exploring the opportunity to implement a cloud-based Point of Sale (POS) solution suitable for a multi-user (>100) and multi-location (52 sites) business. The POS solution was to be specific to CSV through configuration rather than customisation. It was to be capable of working with CSV's existing payment processor/gateway (Westpac).

The POS solution was to enable Court Registries to capture revenue transactions once in a 'cash register' based financial point of sale system. It was to handle; transaction tracking, reconciliation, deposit, and disbursement of a minimum \$20-30 million annually in Court fees / fines / costs and bails. It was to substantially eliminate the manual processing and recording of revenue transactions, have the capacity to interface with online payment systems and enable consolidation of existing bank accounts.

The POS system was to be cloud-based in real-time but also offer the option of running locally in case the Internet connection was lost. From point-of-payment to the bank deposit, the POS solution was to enable daily cash control with strong security protocols and user-friendliness.

#### **Our Service:**

Strategic Executive Solutions oversaw the implementation of the Pilot Deployment of CourtPOS at the Broadmeadows Magistrates Court.

Our team comprised a Project Manager, Architect, Change Manager, Business Analyst, Test Analyst and Trainer.



Upon identification of the solution SES led the agile deployment of the solution. This encompassed the stakeholder engagement incorporating CSV, MCV, CenITex, the Broadmeadows Clerks and the supplier, Black Label Systems.

Design workshops were facilitated by SES between the internal and external stakeholders and suppliers. Work was completed in a series of sprints which incorporated unique Courts' requirements such as the management of Bail payments and Returns.

### **Results:**

The pilot met the requirements but the decision by Court Services Victoria to select a broader Case Management solution that included a payment offering rendered the project redundant.

The project was a fixed price engagement that was managed to budget and schedule.