

The NYS Office of Indigent Legal Services is currently engaged in conversations with public defense providers across the state about their efforts to collect, maintain, and report data pursuant to ILS's data reporting requirements. A well-functioning and adaptable case management system (CMS) is a critical component of each provider's practice and enhances their ability to accurately report the required data in a timely and consistent manner.

Providers often ask ILS about the functionality of the CMS's currently used by other programs across the state. ILS believes the best way to address these questions is to collect detailed information from each vendor and make those responses available to all interested providers. That information is provided below.

Responses From:

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## Case Management System Comparison Chart

### How It Works

Is the system Web Based or Server Based?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Both	Web Based	PDCMS offers both: an on-premises server-based system, and our new generation web-based system called PDCMSCloud.	Web Based
	DefenderData	Intellinx	Tecana	
	Web Based	Web Based	Web Based	
Where does the system store data?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	The EVE system is flexible and can store data either locally or using cloud-based servers and storage solutions.	Cloud	Clients have the option to store data on-premises or in the cloud (PDCMSCloud only).	Cloud
	DefenderData	Intellinx	Tecana	
	Cloud	Cloud	Cloud	
What is the main identifier for the system?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	The EVE system allows case data to be stored and retrieved by a variety of primary identifiers, including Case ID, Name, Docket # and Family Unit Number, among others.	A unique ID is assigned to each Case and similarly a unique ID is assigned to each Client. Cases can be identified by Client Name and/or Case ID. The system can identify potential duplicate clients and cases by utilizing several comparison factors, including a conflict check process. Additional search criteria can also be utilized to quickly find information needed.	The PDCMS allows case data to be stored and retrieved by a variety of primary identifiers, including Case ID, Name, Docket #, Indictment #, Family Unit Number, DIN#, NYSID# and others.	

	<p><b>DefenderData</b></p> <p>A unique Case ID for each new case and a Client ID for each unique Client. (If a client has 5 cases, there will be 1 Client ID with 5 Case IDs)</p>	<p><b>IntelLink</b></p> <p>Client Name and ID, Case ID</p>	<p><b>Tecana</b></p> <p>Case ID number corresponding to 1 or more clients</p>	<p>HighQ is a custom solution that can be configured to each client's specifications</p>
<b>Security</b>				
Does the system contain different levels of access to information for users?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	<p>Yes. Access restriction is configured through 'Security Groups' which are designated at the account level by an administrator.</p> <p>Common areas of the application that might be included in a Security Group are Fields, Case Tabs (field groups) and access to specific Reports. Security Groups are typically named by feature or role, for example 'Reports Menu' or 'Case Workers'.</p>	<p>LegalServer makes use of role-based access control to ensure users can only see information that is pertinent to them. Permissions for every aspect of the site are set by the site administrator(s), including cases, calendar events, reports, documents, and other functionality and modules within the system.</p>	<p>Yes. The levels of access can be set by the office administrator(s). Users can be designated very restrictive or very inclusive view/edit access - or anything in between, based on office needs.</p>	<p>Yes. Internal Users have access to all data in their instance/site; Permissions can be configured to create level of accessibility on reports, records, and files. External Users have access to records and files; Permissions can be configured to create level of accessibility on records and files. Basic Users have access to only records and files they have add to the system; Permissions can be configured to create level of accessibility on records and files. Administrators have access to all data including user groups, permissions, and site configuration. Administrators can also be restricted to hide data.</p>
	<p><b>DefenderData</b></p> <p>Yes. Access restriction is configured through 'Security Groups' which are designated at the account level by an administrator. Common areas of the application that might be included in a Security Group are Fields, Case Tabs (field groups) and access to specific Reports. Security Groups are typically named by feature or role, for example 'Reports Menu' or 'Case Workers'.</p>	<p>Yes. Different levels of access may be designed and granted to various roles, such as System Administrator, Staff, Arraignment and Assignment Attorneys, Second Chair, Court Clerk, Judges, Expert Witness, Services Providers. For example, a System Administrator will have the greater level of access to the client and case information, and they can grant different level of access to other users. At the lower-level access may be restricted to View Only.</p>	<p>Yes. Administrator has access to everything and user administration. Office User has access to manage all aspects of cases. Attorney has access to online time/expense entry and vouchering. Judge has access to approve vouchers. Judge Clerks, have view only access to vouchers.</p>	
	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
Does the system have varying security levels?	<p>Each user level has a corresponding security level. Additional security protocols can be assigned at the user level.</p>	<p>Each user account must be secured with a password consistent with the required password policies. All administrators should consider requiring multi-factor authentication (MFA), either by leveraging LegalServer's MFA feature or requiring MFA as part of a single-sign-on system provider. Individual user permissions are available to further limit the data visible to user accounts. Administrators can designate specific staff the power to create base reports. Reports can be locked to specific permission sets. Restricted access by Program and Location can also be set by site administrator(s).</p>	<p>Yes, we have role-based security levels that are designated for each user.</p>	

	<p><b>DefenderData</b></p> <p>Yes. In addition to the Security Groups (previously described), permissions to View and Edit individual cases are configured through a combination of Case Type &amp; Attorney permissions.</p> <p>In a multi-org system, each division/branch/county is separated into a different database structure, where all accounts within the organization can be granted permissions to cases that only reside in their organization.</p> <p>Within each organization, conflict checks can be setup to respect account security, or to operate at an elevated level of security. For the purposes of thorough conflict checks, elevated security is generally preferred, with only basic details concerning the presence of cases which could present a conflict being shown to the end-user. This is typically limited to cases within the same organization that the user may not have rights to. For example, the end-user account doesn't have permissions to view Juvenile cases, but a Juvenile case exists in the organization and the presence of the case is indicated in the conflict check report.</p>	<p><b>IntelliX</b></p> <p>Yes. Access control via Multi-Factor is recommended and can be implemented. Users' access is tailored to specific functionality, for example, limited to view only, access to Reports. Access to the system can be restricted by the System Administrator to authorized IP Addresses. The system administrator may also control timeout period and force log in.</p>	<p><b>Tecana</b></p> <p>Yes. (Same as prior.) Administrator has access to everything and user administration. Office User has access to manage all aspects of cases. Attorney has access to online time/expense entry and vouchering. Judge has access to approve vouchers. Judge Clerks have view only access to vouchers.</p>	<p>Yes. Permission levels can be set for each user type, as well as restrictions on each site within an instance.</p>
<b>Templates and Report Creation</b>				
<b>Does the user have the ability to create templates from any fields, without vendor support?</b>	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	<p><b>DefenderData</b></p> <p>Yes</p>	<p><b>IntelliX</b></p> <p>Yes</p>	<p><b>Tecana</b></p> <p>Custom Reports Creation</p>	
<b>Can the user create their own templates or forms within the system?</b>	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	<p><b>DefenderData</b></p> <p>Yes</p>	<p><b>IntelliX</b></p> <p>Yes. The user will have the ability to create a library of templates to use for communicating with the parties to a case, with the attorneys and judges. The functionality uses data element tags to include case specific information.</p>	<p><b>Tecana</b></p> <p>Custom Reports Creation</p>	

Can the user add their own templates or forms to the system?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana	
	Yes	Yes. As described above users may create a library of templates. Users may test the templates created, use the template to send communications and schedule emails to be sent at a future date	Custom Reports Creation	
Does the user have the ability to create reports from any fields, without vendor support?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana	
	Yes	Yes. IntelLinx Report Builder and Advanced Search provide the user a number of case and client related fields to query the system and build reports. Once a report is created the user may save the query and build their own library of reports.	Yes	
Does the system have the ability to generate a report of de- identified case level information?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana	
	Yes	Yes	Yes	
Integration				
Does the system integrate with Microsoft Office?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Microsoft Word, Excel, and Outlook	Microsoft Word, Microsoft Excel, Microsoft Outlook, Office365	Microsoft Word, Microsoft Excel	

	<p><b>DefenderData</b></p> <p>Automatic, one-way Schedule sync to Outlook. Emails can be attached to cases (direct drag &amp; drop from Outlook). Word/Excel/PowerPoint files can be attached to cases and checked out (downloaded and opened from a temp folder) for direct editing, then checked back in (each version of the edited document, dating back to the original is retained).</p>	<p><b>IntelliX</b></p> <p>IntelliX system is built on Microsoft platform and integrate with all Microsoft Office Suite, including Word, Excel, Access, Outlook. The system also integrates with other RDBMS system via API (Web Services).</p>	<p><b>Tecana</b></p> <p>Microsoft Word, Microsoft Excel</p>	<p>Microsoft Word, Microsoft Excel, Microsoft Outlook</p>
What format(s) can the data be exported in (Word document, PDF, spreadsheet, etc.)?	<p><b>EVE - Electronic Voucher Entry by Finite Systems, Inc.</b></p> <p>Excel, MS Word, CSV, PDF</p>	<p><b>LegalServer</b></p> <p>Word document, PDF, spreadsheet, etc.</p>	<p><b>PDCMS</b></p> <p>The data can be exported to Excel, PDF, Word, CSV, RTF and third-party SQL reporting tools</p>	<p><b>HighQ</b></p> <p>There are over 60 supported file types including but not limited to word, pdf, excel, mp3 and mp4.</p>
	<p><b>DefenderData</b></p> <p>Documents generated from a Template can exported to Word &amp; PDF. Reports can be exported to Word, PDF, Excel &amp; CSV format.</p>	<p><b>IntelliX</b></p> <p>The Advanced Search module enables the user to query the data repository for client and case information, then select the desired data elements to export to a variety of formats, including Excel, CSV, MS Access, and SQL tables</p>	<p><b>Tecana</b></p> <p>PDF, RTF (Word), CSV (Excel)</p>	
	<p><b>EVE - Electronic Voucher Entry by Finite Systems, Inc.</b></p> <p>Yes, some systems.</p>	<p><b>LegalServer</b></p> <p>Yes, some systems. As long as the court will allow a connection and has an open API to connect with, we can integrate with the court system.</p>	<p><b>PDCMS</b></p> <p>Yes, all systems</p>	<p><b>HighQ</b></p> <p>Yes, some systems. HighQ has an open at rest API. This allows clients to configure an API to connect to most systems.</p>
	<p><b>DefenderData</b></p> <p>Yes, all systems</p>	<p><b>IntelliX</b></p> <p>Yes, all systems</p>	<p><b>Tecana</b></p> <p>Yes, some systems. Time 59 Import</p>	
Can the system link to stored documents that are on the network drive?	<p><b>EVE - Electronic Voucher Entry by Finite Systems, Inc.</b></p> <p>Yes</p>	<p><b>LegalServer</b></p> <p>Yes</p>	<p><b>PDCMS</b></p> <p>Yes, and also to our cloud-based document management</p>	<p><b>HighQ</b></p> <p>Yes</p>
	<p><b>DefenderData</b></p> <p>Yes</p>	<p><b>IntelliX</b></p> <p>Yes</p>	<p><b>Tecana</b></p> <p>Yes</p>	
User Capabilities				

Can the user manually add records without vendor support?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	DefenderData	IntelLink	Tecana	
Can the user manually delete records without vendor support?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Users cannot delete records, but can contact their site administrator for approval if something needs to be deleted. The most common method to remove cases from listviews or reports is to reject them, optionally using a custom Rejection Reason lookup value. For example, if a case was created in error, you might create a Rejection Reason called "Case created in error."	Yes. The ability to manually delete records can be allowed or restricted for specific users based on their admin-granted access rights.	Yes
	DefenderData	IntelLink	Tecana	
Does the system support any of the following? Print Preview, Document Saving, or Draft creation.	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Print Preview, Document Saving	Print Preview, Document Saving, Draft creation	Print Preview, Document Saving, Draft creation	Print Preview, Document Saving, Draft creation
	DefenderData	IntelLink	Tecana	
Can the user update multiple records at once?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes

	DefenderData	IntelLink	Tecana	Yes
	Yes	Yes. When a Client's record is updated any new or edited information is applied to all of the client's cases. Sentence or Disposition for a case with multiple charges may be updated at once.	Yes	
Can the user query any field?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	
	DefenderData	IntelLink	Tecana	Yes
	Yes, however this is typically not an option in the Case Search menu which is typically limited to the most common parameters. We provide an advanced data export feature which allows a greater level of flexibility, where virtually any set of fields can be used a query parameter and set of fields can be selected for the result set that's viewed and/or exported to Excel/CSV format.	Yes	Yes	
Can the user save all queries?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	
	DefenderData	IntelLink	Tecana	Yes
	Yes	Yes	Yes	
Does the system support user- defined fields?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	No	
	DefenderData	IntelLink	Tecana	Yes
	Yes	Yes	No	
System Capabilities				

Does the system identify conflicts of interest? Explain:	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	No	<p>As part of the prescreen and case creation process the intake specialist can be presented with a conflict check screen, where they are presented with a score total based on the closeness of the matches. Results appear with the highest scores at the top of the list. Any results that are a direct match will be in bold. If there is not a match on the first and last name, the search algorithm looks to see if there is a last name match with a first name that either 'sounds like' the search phrase or matches a nickname from the list in the Admin tab. An example of two names that sound alike would be John and Jon. Failing that, the search will try to find first names that 'look like' the search phrase by measuring the amount of difference between two sequences.</p> <p>Additionally, there are scores for matching date of birth, middle names matching middle initial, phone number, social security number, suffix, visa number, and a negative score for a date of birth that does not match. The ranking of the results appear 1-5 stars. Holding the mouse pointer over the stars will display how LegalServer determined the ranking. Below the list of results is where users can enter additional names for the client and re-run a conflict search. These include maiden names and aliases. Users can add unlimited additional names for the same client. After examining the list of results, the user must determine if there is a conflict. Users can either select yes/no conflict or require that a conflict review is still needed before the case can be closed. The Conflict Check process can be accessed at any time during a case as well, if needed.</p>	<p>Yes- the PDCMS can identify conflicts of interest even before a name is entered into the system - in the Name Search screen or Case Players screen. There's also functionality built in to automatically create a report to identify potential conflicts after the name has been added to the system.</p>	The system has the ability to manually query all fields for conflict checking. However, it does not have an automated conflict check system.
Does the system identify conflicting responses/information? Explain:	DefenderData	IntelLink	Tecana	
	Yes, a pre-conflict check is executed when creating a new case, when adding any related people to the case and a full conflict report can be executed for the entire case client/defendant & all related people).	Yes. Staff may use the Duplicate Check feature to identify existing cases for the client and all related information including representation by attorneys and any conflicts in the clients' and the cases' notes.	Yes. The system tracks if an attorney is relieved, and why.	
Does the system identify conflicting responses/information? Explain:	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes. The EVE system is capable of detecting double billing, over billing and time conflict billing.	<p>The way LegalServer is configurable to each agency's process prevents or significantly reduces instances of human error. For example, configure the system for certain required forms to be filled out before a case can be closed. Configurable Guided Navigation and Branch Logic ensure certain data fields don't pop up unless other fields have already been recorded. Automated workflows allow site administrators to automate an array of tasks when certain criteria are met. Automated workflows run in the background, and don't rely on users to complete a specified form. Unlike Guided Navigation or Branch Logic that prompt new questions on a current form as a result of responses, automated workflows use triggers to check if the case meets the criteria to run a specific action. As a final check for accuracy reports can be set up to show conflicting responses/information.</p>	The system can identify (and send an alert) that, for example, a bench warrant has not been cleared before a case is closed.	No
	DefenderData	IntelLink	Tecana	
	<p>Validation rules can be added for specific conditions, for example values required at case opening &amp; case closing (even differing by Case Type) along with other unique scenarios that can built into the system during the development &amp; integration phases. We typically don't provide a user interface for managing these rules as they're often more involved with a wide variety of configurations which would be extremely difficult to account for in an end-user interface.</p> <p>As an added note, invalid responses can be prevented through reference list/code table configuration at various levels. For example, specific case results/outcomes, dispositions, sentences, time entries, etc. that are only valid based on the case type. Available data entry options could also be limited by the Role of the person entering the data.</p>	Yes. Rules such as maximum time, maximum expenses, case dollar caps, date validation, etc. may be created by the administrator. IntelLink ACP system already includes current NY ILS rules for case data entry and update, as well as data reporting requirements and rules for submitting vouchers. submitted data.	Yes. The system enforces time and travel restrictions.	



Does the system have an address verification?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	No	Yes	Not currently, but it could easily be added if requested by users	Only for email
	DefenderData	IntelLinx	Tecana	
	No, but this is a feature that could be implemented. During data entry, City & State are automatically populated when a valid Zip Code is entered.	The system validates Zip code, County, and State correctness.	No	
Does the system have customizable views?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana	
	Yes	Yes	Custom Reporting	
Does the system have a Key Person Repository?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana	
	Yes	Yes	Yes	
Does the system allow users to see a snapshot view of specific data points that they are interested in	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS	HighQ
	Yes	Yes, this can be achieved in multiple ways depending on the preferences of the user.	Yes, there are a number of different approaches users can take to see a snapshot view of specific data, including through reporting and quick view screens.	Yes
	DefenderData	IntelLinx	Tecana	
	Yes, this depends on proper logging for all records tracked throughout the system. We have the capability of tracking creation & modification timestamps for all records in the system, including the user account associated with the edits. With this level of logging, it's possible to run historical reports to view records and record counts as of a specific date & time, within a period of time, to view trends over a period of time, or to project future staffing workloads.	N/A	N/A	
Does the system have auditing capabilities?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	

	DefenderData	IntelLinx	Tecana	Yes
	Yes	Yes	Yes	
Vouchering				
Does the system facilitate electronic vouchering?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Yes	Yes	Yes	
	DefenderData	IntelLinx	Tecana	See Response Below
	Yes	Yes	Yes	
What services can be vouchered? Explain:	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	Assigned Counsel Services, Expense Reimbursements, Subcontractor Payments	Any and all services provided can be entered in LegalServer with a configurable workflow process for approving a voucher.	Any service related to the representation of the client including time and expenses, reimbursements, travel, etc. can be vouchered. A voucher can be created and submitted, reviewed by various parties, and electronically approved.	HighQ has the ability to be configured to create a document from a template and then automate an approval process and email delivery
	DefenderData	IntelLinx	Tecana	
	Time, Time with a flag/predefined rate and Expenses are most common; however, customization to include other types of services are also possible. Time & Expense Categories can be defined for all purposes, configured with staff role eligibility, filtered by case/court type. A 'Master' database is provided for all Voucher Administration tools. This includes management of existing or the creation of new Voucher Workflows, creating and processing payment batches and reporting tools.	The following types of vouchers may be submitted: *Arraignment representation vouchers *Assignment representation vouchers *Expert Witness invoices *Service Providers invoices *Expenses and Mileage	Time and expenses, including travel. The service and travel options can be customized through the system by an administrator.	
Pricing				
What is the pricing structure? Explain:	EVE - Electronic Voucher Entry by Finite Systems, Inc.	LegalServer	PDCMS	HighQ
	One time purchase fee. Includes installation on server, program setup and training.	LegalServer pricing has one-time charges for Onboarding and data/document migration, and monthly subscription fees depending on the number of users who need access to the system.	The pricing structure is based on the number of users accessing the PDCMS. Please email for more information.	Pricing is based on number of users, amount of storage required, and the degree of customization required.
	DefenderData	IntelLinx	Tecana	
	Pricing for custom solution begins at \$3/case (if misdemeanor cases are tracked in the system) or \$35/active user account. Billing is monthly unless a pre-payment credit is preferred. For example, an estimated cost of the system over a 5-year period can be determined and paid in advance, then reconciled after the 5-year term has ended.  Note that in the case of billing on the per case basis, we typically define a case as each new arrest/incident with any number of associated charges. Note that Probation Violation would be typically considered a separate case.	Pricing model uses the overall volume of data to store and manage.  Unlimited license seats at no additional charge  Unlimited training at no additional charge  All ILS mandated data tracking and reporting at no additional charge.	Based on annual case volume.	

Additional Information	
EVE	An online demo version of EVE is available for users who wish to interact with the system. Please contact us for details.
Legal Server	Legal Server's comprehensive web-based case management system is purpose built for the legal aid and public defender communities. The thought leaders at Legal Server are also attorneys who understand the nuances, complexities, and challenges you face every day. Robust built-in analytics provide invaluable insights. Leveraging a partner like Legal Server provides you a powerful platform to help deliver excellence in representing each and every client.
DefenderData	<b>Justice Works, LLC</b> is pleased to participate in this survey to support New York State Office of Indigent Legal Services in achieving its goals for improving system efficiencies, information access, and data collection standards. We would be happy to schedule a demo to answer any additional questions. Our public defender case management system, <b>DefenderData™</b> is used throughout the Country. Due to our innovative business approach and extremely competitive pricing, we have quickly become the de-facto standard for public defender case management. We are confident that we can help you accomplish all the goals that you have set out to achieve. Please note that Justice Works is the sole-source provider of the <b>DefenderData™</b> Case Management System. We provide hosting for very large organizations, as they have chosen to leave the responsibility of handling the hardware to our professionals. <b>Our state-wide implementations in South Carolina, Florida, Louisiana, Maine, New Hampshire, New Mexico, and Tennessee are all hosted out of our Utah datacenter. Our largest implementation for the Defender Services Office of the U.S. Courts has been in place since 2012.</b>
PDCMS	NYSDA (New York State Defenders Association) is also now offering cloud storage for Discovery materials, which includes content management to help save time identifying the most important information. The PDCMS can send reminder text and/or email messages to all clients who opt to receive them, as well as send on-the-fly text messages to clients who have just had a bench warrant issued, or the court has moved to a different location, etc. We also provide all ILS-mandated reporting as well as tools for data integrity checks related to those reports. Custom programming provided to one site is then made available at no cost to other sites. Our support team is readily available to immediately respond to user requests. NYSDA is the support organization for all public defense providers, and as such, we understand the obstacles faced by public defenders every day and are continually adding functionality to help meet their current needs.
HighQ	HighQ is customized for each client from intake, reporting, tracking, and monitoring activity, collaboration on files and process, and communication all within one SaaS platform.
IntelLinx	IntelLinx is committed to continuing to work closely with NY ILS to incorporate new data tracking and reporting requirements. IntelLinx is engaged in new ways and methods to track and extract actionable analytics for assessing and enhancing the quality of representation.