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:
EVE: Robert Downs – Senior Programmer – *drdowns@cabaloosa.com*
Legal Server: Aaron Krause – Director of Legal Solutions – *akrause@legalserver.org*
PDCMS: Darlene Dollard – Director of Software Development – *ddollard@nysda.org*
DefenderData – Keith Richey – COO – *Keith@justiceworks.com* – Justice Works created DefenderData
IntelLinx: Mokhtar Moussaoui – CEO – *Mokhtar.m@intellinx.com*
Tecana: Scott Ruston – Chief Operating Officer – *scott.ruston@functionone.com*

Case Management System Comparison Chart

How It Works

Is the system Web Based or Server Based?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Both, the system has Server, Desktop and Web based modules	Web Based	Server based with web modules
	DefenderData	**IntelLinx**	**Tecana**
	Web Based	Web Based	Web Based
Where does the system store data?	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**
	An SQL Database engine runs either locally on a physical server or in the cloud. A traditional desktop application runs on PCs and is the primary interaction tool for administrators and data officers. A mobile version of the program is accessible from any mobile device or web browser. Data is stored locally on the server but available to users globally.	Cloud	Clients have the option to store data on-premises or in the cloud.
	DefenderData	**IntelLinx**	**Tecana**
	Cloud	Cloud	Cloud
What is the main identifier for the system?	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**

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	EVE		PDCMS
	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.	Case ID number corresponding to 1 or more clients	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.
	DefenderData	**IntelLinx**	**Tecana**
	A unique Case ID for each new case and a Client ID for each unique Client. (If a client has 5 cases, there willj be 1 Client ID with 5 Case IDs)	A unique ID is assigned to each Client and similarly a unique ID is assigned to each case. Cases can be identified by Name or ID. The system allows to identify potential duplicates clients and cases by utilizing several comparison factors.	Case ID number corresponding to 1 or more clients

Security

Does the system contain different levels of access to information for users?	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**
	Yes. The EVE system is designed to adapt itself and change appearance and security privileges based on a wide variety of user account types including Attorneys, Judges, Court Clerks, Panel Administrators and Data Officers. Each User Level comes with different rights and restrictions, and each individual user account can be further configured to meet specific needs.	Yes. Administrators within the organization can restrict access to groups of cases based on office and/or program. A case that is assigned to a restricted office or program can only be viewed by: 1. Users who are assigned to that office or program (in the user's profile) 2. Users who are specifically assigned to the case (regardless of that user's office or program) 3. Users whose role has the 'View All Cases' permission (typically administrators) Administrators can also set the Restriction Type to Intake, Assignment, or Both. This determines the assignments that are checked when determining if a user can view a case. 'Intake' applies the restriction based on the intake assignment while the matter is an incomplete intake. 'Assignment' applies the restriction based on the primary assignment after the matter is set to a pending or open case.	Yes. PDCMS can create various levels of access based on each customer's needs. It can offer very restrictive or inclusive access to a user - or anything in between based on what the customer wants.
	DefenderData	**IntelLinx**	**Tecana**
	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'.	Yes. Different levels of access may be desgined 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.	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.

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Does the system have varying security levels?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Yes. (see previous question)	Yes. Restricting Access to LegalServer by IP Address allows administrators to control the timeout period, permissions, and ability to login based on the IP address the person is connecting from. Logins can be denied completely, to all users or selected roles, unless a user is connecting from a designated network. Less drastic, a user's permissions may be lowered when connecting from outside approved networks. Example uses: Allow staff attorneys to connect externally (courthouse access, etc.). That role has external permissions; all others do not, and those users must be in the office. Mitigate downloading large amounts of data to unauthorized devices. Hide the Report tab when connecting from outside an office network (i.e., when the connecting device itself can't be authenticated).	Yes, we have role-based security levels
	DefenderData	**IntelLinx**	**Tecana**
	Yes. In addition to the Security Groups (previously described), permissions to View and Edit individual cases is configured through a combination of Case Type & Attorney permissions. 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. 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.	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.	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.

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	All systems which reside in a multi-org system belong to a master organization. The master organization can be setup with the ability to run statistical report for all organizations within the system, ensuring that all identifying/confidential information is excluded.		

Templates and Report Creation

Does the user have the ability to create templates from any fields, without vendor support?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	No	Yes	Yes, we provide the commonly used merge fields. Additional fields are created upon request at no charge.
	DefenderData	IntelLinx	Tecana
	Yes	Yes	Custom Reports Creation
Can the user create their own templates or forms within the system?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana
	Yes	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.	Custom Reports Creation
Can the user add their own templates or forms to the system?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	No	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.**	**Legal Server**	**PDCMS**
	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.**	**Legal Server**	**PDCMS**
	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.**	**Legal Server**	**PDCMS**
	Microsoft Word, Excel, and Outlook	Microsoft Word, Micorosoft Excel, Micorosoft Outlook, Office365	Microsoft Word, Microsoft Excel
	DefenderData	**IntelLinx**	**Tecana**
	Automatic, one-way Schedule sync to Outlook. Emails can be attached to cases (direct drag & 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).	IntelLinx 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).	Microsoft Word, Micorosoft Excel
What format(s) can the data be exported in (Word document,	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**

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PDF, spreadsheet, etc)?	PDF, Microsoft Word, Microsoft Excel, and CSV	Data from LegalServer can be exported as xls, word doc, csv, pdf, or via the LegalServer Reports API for use in a third party analytics system, such as Power BI.	The data can be exported to Excel, PDF, Word, CSV, RTF and third party SQL reporting tools
	DefenderData	**IntelLinx**	**Tecana**
	Documents generated from a Template can exported to Word & PDF. Reports can be exported to Word, PDF, Excel & CSV format.	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.	PDF, RTF (Word), CSV (Excel)
Can the system interface with different court record systems?	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**
	Yes, some systems. The EVE Systems is configured to use, and update from, the DCJS Standardized NYS Law Table.	Yes, all systems	Yes
	DefenderData	**IntelLinx**	**Tecana**
	Yes, all systems	Yes, all systems	Yes, some systems. Time 59 Import
Can the system link to stored documents that are on the network drive?	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**
	Yes	No	Yes, and also to our cloud-based document management
	DefenderData	**IntelLinx**	**Tecana**
	Yes	Yes	Yes
User Capabilities			
Can the user manually add records without vendor support?	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**
	Yes	Yes	Yes

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	DefenderData	IntelLinx	Tecana
	Yes	Yes	Yes
Can the user manually delete records without vendor support?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Yes	No	Yes
	DefenderData	IntelLinx	Tecana
	Yes, but this will be dependent on the type of record to be deleted. For records associated with existing cases, it's more common to inactivate the values from future data collection but in situations where a duplicate value exists and they need to be merged, we can provide an interface in the administrative menus which will merge the values together, effectively deleting one of the values. When cases are deleted, it's considered a 'soft delete' so that cases can be recovered quickly in the event that a case was mistakenly deleted.	Yes the user is able to delete records. However the deleted data is recoverable. In the case of duplicate data, the system allows the user to compare potential duplicate clients and cases and merge multiple cases into one. The system also provides a functionality to archive clients and cases no longer active. Here also the system provides an easy way to reactivate a Clients or Cases records.	Yes
Does the system support any of the following? Print Preview, Document Saving, or Draft creation.	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Print Preview	Print Preview, Document Saving, Draft creation	Print Preview, Document Saving, Draft creation
	DefenderData	IntelLinx	Tecana
	Print Preview, Document Saving	Print Preview, Document Saving, Draft creation	Print Preview, Document Saving
Can the user update multiple records at once?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Yes	Yes	Yes

	DefenderData	IntelLinx	Tecana
	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.	Legal Server	PDCMS
	Yes	Yes	Yes

	DefenderData	IntelLinx	Tecana
	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 parameters, and 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.	Legal Server	PDCMS
	The data is stored an SQL Database and is fully searchable. The programs have sophisticated case browsers where the user can save personalized configuration settings.	Yes	Yes

	DefenderData	IntelLinx	Tecana
	Yes	Yes	Yes

Does the system support user-defined fields?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	No	Yes	No

	DefenderData	IntelLinx	Tecana
	No	Yes	No

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System Capabilities

Does the system identify conflicts of interest? Explain:	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	No. Eve is an 18B Case Management System concerned with the submission of electronic vouchers from assigned counsel. These attorneys are presumed to have been cleared of conflicts of interest by the court or through self-review. Finite Systems offers tailored Case Management Systems for Legal Aid (Mercedes) and Family Court/Children's Rights Societies (Yuki) which do include Conflict & Eligibility Checkers.	LegalServer provides a built-in applicant check process to display the results of searching the database for conflicts with the information entered. A score is totaled based on the closeness of the matches and the 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. 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 appears 0 out of five stars on the far right. 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.	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.
	DefenderData	**IntelLinx**	**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.	Legal Server	PDCMS
	Yes. The EVE system is capable of detecting double billing, over billing and time conflict billing.	The set-up and configuration of LegalServer helps reduce or eliminate conflicting responses / information.	The system can identify (and send an alert) that, for example, a bench warrant has not been cleared before a case is closed.
	DefenderData	**IntelLinx**	**Tecana**

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	Validation rules can be added for specific conditions, for example values required at case opening & case closing (even differing by Case Type) along with other unique scenarios that can built into the system during the development & 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. 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.	Yes. Rules such as maximum time, maximum expenses, case dollar caps, date validation, etc. may be created by the administrator. IntelLinx 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.**	**Legal Server**	**PDCMS**
	No	Yes	No, not at this time, but it can easily be added if requested by users
	DefenderData	**IntelLinx**	**Tecana**
	No, but this is feature that could be implemented.	The system validates Zip code, County and State correctness.	No
Does the system have customizable views?	**EVE - Electronic Voucher Entry by Finite Systems, Inc.**	**Legal Server**	**PDCMS**
	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.**	**Legal Server**	**PDCMS**
	No	Yes	Yes

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	DefenderData	IntelLinx	Tecana
	Yes	Yes	Yes
Does the system have auditing capabilities?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana
	Yes	Yes	Yes

Vouchering			
Does the system facilitate electronic vouchering?	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	Yes	Yes	Yes
	DefenderData	IntelLinx	Tecana
	Yes	Yes	Yes
What services can be vouchered? Explain:	EVE - Electronic Voucher Entry by Finite Systems, Inc.	Legal Server	PDCMS
	An 18B Billing Voucher can be fully created, submitted, reviewed an approved for payment electronically.	LegalServer provides a comprehensive set of tools to manage an organization's contract attorney and third party expert activities, time and expenses. Manage important information about each contract attorney or outside expert, including the types of cases handled, number of cases taken, cases open, time spent by each contract attorney, billing and communications. Leverage the robust built-in reporting to get real time views into contract attorney activity. - Contract Attorney and third party expert management - Contract Attorney case integration - Contract Attorney timekeeping - Contract Attorney Payment Processing - Configurable Voucher Management - Integration with organizations	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.

DefenderData	IntelLinx	Tecana
Time, Time with a flag/predefined rate and Expenses are most common; however, customization to include other types of services is also possible.	The following types of vouchers may be submitted: *Arraignment representation vouchers *Assignment representation vouchers *Expert Witness invoices *Service Providers invoices *Expenses and Mileage All vouchers are submitted to NY ILS rules and additional controls created by the system administrator. IntelLinx ACP system will generate accounting formatted transactions (including assignment of GL accounts) and may be configured via API to transmit data directly into an accounting system.	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.	Legal Server	PDCMS
	The EVE System is available for licensing as custom software. There is a one time fee for a perpetual license to use the program for the life of the product. Installation, Software Setup and a one year Maintence and Support contract are also included. The program is highly configurable as is, but can be further modified by the customer.	Here is a general breakdown of how we price LegalServer: 1) Onboarding - one-time charge 2) Data Migration - one-time charge 3) Document migration - one-time charge 4) Additional Optional Modules 5) Monthly subscription/hosting fees	The pricing structure is based on the number of users accessing the PDCMS. Please email for more information.
	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 per-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.
LegalServer	LegalServer is an innovator in providing technology solutions to those who provide legal assistance to low income and vulnerable populations, and therefore understands the nuances, complexities, and challenges present within this unique legal service delivery model. LegalServer is very familiar with developing, deploying and supporting case management systems for public defenders. LegalServer is also a team of experts whose mission is to help you defend the liberty, honor and constitutional rights of the people you serve. The LegalServer onboarding and support teams have decades of hands-on experience optimizing the use of LegalServer. The expertise of our people adds tremendous value to helping you improve your processes, taking a powerful case management system and configuring it to the unique way you desire operating. Accessible from any location from any device with a secure connection, LegalServer allows you to provide superior legal assistance without worrying about technology related challenges. The look and feel of LegalServer focuses on usability with an intuitive navigation and information layout, saving time in making more informed decisions faster. LegalServer is scalable and allows public defenders to easily add new types of data, reports and processes as needed in the future utilizing non-technical internal resources. You'll no longer have to write complicated software code or rely on the vendor to make desired site changes. LegalServer is an open platform built to leverage working with other systems and technology. We are regularly adding new integrations and utilizing the robust LegalServer API framework to communicate with third party platforms and tools. LegalServer is a community. LegalServer clients benefit from the ongoing growth of our community and collaborative nature by which similar organizations help one another within the LegalServer platform. As a dynamic application, the system is constantly evolving with enhanced features to leverage. We welcome discussing ways LegalServer can help better serve you and your clients. For more information visit www.legalserver.org or contact Aaron Krause at akrause@legalserver.org
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.
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.

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