

Welcome from the President



iDocket's UCMS selected by OCA for Statewide Contract



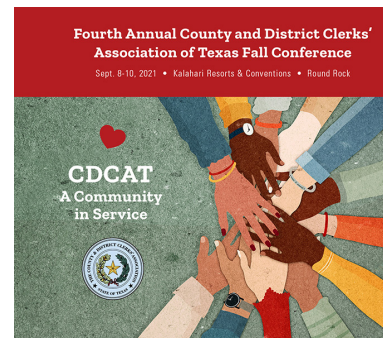
Ray Michel | Employee Highlight



Candace Jones | Customer Highlight



Available Products



PLEASE JOIN US
County and District Clerks'
Association of Texas Fall Conference

WELCOME FROM THE PRESIDENT



Cell: 806-584-5443

ameliab@iDocket.com

HELLO, FRIENDS! In this issue we bring you big news: we won a statewide contract with OCA for the Uniform Case Management System (UCMS). I'm very proud of this win because it will provide for wider exposure to our high-quality software. It's also going to help bridge the gap between OCA and the Clerks and serve both iDocket's signature customer support and user experience.

I am passionate about helping the Clerks do their jobs. This passion began 20 years ago when I was a teenager. My dad started iDocket back in 1999 when he saw a need to get court data online. He coded the first iteration of iDocket's CMS and I was right there beside him, doing office chores, and putting stamps on envelopes. Over time, I got to know the Clerks and their needs and it wasn't long before I was running the business beside my dad. In 2019, I bought the company. Today we are driven by the same motivation that my dad had when he started the company: streamlining court data and making it available online to make the Clerks' jobs easier AND to improve the court system by integrating the data. There's another reason this contract means a lot to me. I am a

native Texan, my children will soon be in public schools, and my husband is in law enforcement. So the mass shootings that our state has experienced hits home for me. I know that the OCA and the governor want it stopped, and as you will read about in our feature article, the UCMS is going to have a big role to play in preventing mass violence.

I hope you enjoy our newly designed newsletter. Make sure to read about Ray Michel in our employee spotlight. Along with many iDocket team members, Ray played an important role in helping with our proposal to OCA. I think you'll enjoy learning a little more about him.

Also, we feature Candace Jones, Scurry County District Clerk, in our Client Interview. Candace has been a great customer and a valuable resource in helping us improve our products.

Lastly, don't miss us at the County and District Clerks' Association of Texas Fall Conference in Round Rock September 8–10!



iDOCKET'S UCMS SELECTED BY OCA FOR STATEWIDE CONTRACT

iDocket's case management software, with its bounty of features and its user-friendly interface, is now available for all Texas Clerks following iDocket's selection by the Texas Office of Court Administration (OCA).

In November OCA issued a Request for Offers (RFO) for a statewide, integrated, comprehensive, cloud-based uniform case management system (UCMS) focused on counties with a population of 20,000 or less but available to all counties to use. The primary goals of the \$26 million initiative were to improve the accuracy and timeliness of judicial data reporting and enhance the utilization of this information to improve case management processes across the state. The RFO's stated objectives included:

- Streamlined electronic workflow and improved case management
- Enhanced 360-degree view of all cases/parties/participants
- Simplification of application and technology architecture within and across counties
- A centralized data repository that enables remote access to real-time case data for analytics and improved court decisions
- Enhanced reporting capabilities
- Improved security management, preservation of data, transparency across and within jurisdictions, clear audit trails and improved tracking of critical case and party/participant information

According to Amelia Balderrama, president of iDocket, the impetus behind OCA's push for a centralized UCMS was the prevention of future mass violence. "The governor's office as well as key leaders at OCA were determined to do something about mass shootings in Texas," said Balderrama, "and we wanted to respond because of our concern for our friends in law enforcement and for the kids of our state."

iDocket responded to the RFO and proposed adapting its case management system, already successfully used by 47 Texas counties as an on-premise CMS, to meet the requirements of the cloud-based UCMS. "We knew our solution would work and it was pretty much ready to go with a few changes to get it into the cloud," said Balderrama. The iDocket team's proposal to OCA included Cooper Consulting, a certified HUB that has worked with many State of Texas agencies.

OCA saw the advantages of leveraging iDocket's 20 years of experience with Texas Clerks, providing them case management software and extracting judicial information for online access, and selected iDocket to deliver to OCA a statewide, integrated, comprehensive, cloud-based UCMS.

An added bonus for Texas counties is access to iDocket's innovative county-wide software for other judicial processes, such as arrest, indictment, and final adjudication, and users, including Judges, Sheriff, District/County Attorneys, Circuit/District Clerks, and Justices of the Peace.

HISTORY OF IDOCKET WITH TEXAS COUNTIES

iDocket, a Texas-based, Hispanic- and Woman-Owned HUB, created one of the first multi-county online case information systems in Texas back in 2000. iDocket has excellent relationships with Texas Clerks, and securely extracts case data from 153 Texas Clerks every night and offers it online.

With iDocket's statewide solution, the OCA will see the administration of justice improved, potential perpetrators of mass violence stopped from purchasing firearms, and protective orders enforced to protect potential victims of domestic violence.

iDOCKET'S OFFER
STATEWIDE, INTEGRATED, CLOUD-BASED
UNIFORM CASE MANAGEMENT SYSTEM

iDocket

Texas Office of Court
Administration (OCA)
Request for Offer No. 212210180
for a Statewide Uniform Case
Management System

Class and Item: 920-05
Offers Due: January 21, 2021, at
3:00 PM Central Time

TEAM: iDocket
Cooper Consulting

iDocket.com LLC, 447 Hickory Street, Hereford, Texas 79043

RAY MICHEL | EMPLOYEE HIGHLIGHT



Ray is Chief of Technology at iDocket. He has 30 years of software development for multiple industries, including defense, Wall Street finance, startups, and state governmental web portals. These projects included developing a simulator for the USAF cruise missile project and electronic warfare systems. He also developed security products like single-sign-on software, biometrics solutions and USPS digital postmark products. A graduate of University of Texas at El Paso, he has experience with development tools such as AWS, Java, Spring framework, Hibernate Persistence, Agile, SOLID, and Patterns. He currently manages the development and enhancements of iDocket's Integrated CMS and judicial suite of programs.

Where are you from?

I've lived throughout the country but I'm originally from EL Paso

Favorite food?

Mexican

What kind of car do you drive?

BMW 3 series

Favorite movie?

Dr. Strangelove

What's something you're proud of?

I'm happy what we were able to achieve with the UCMS win

Do you have a favorite quote or verse?

"If life were predictable it would cease to be life"

What's your favorite sports team?

Seattle Seahawks (I lived in Portland for a while)

What's your work philosophy?

Details, focus on details--this is where problems lurk

What do you like about working at iDocket?

Having worked in larger organizations, I like having minimal bureaucracy

If you could deliver one message to iDocket customers, what would that be?

Sounds corny but iDocket really does put its customers first

What's a problem you'd love to find a solution for?

There were several on my wish list, like getting Quartz off JSPs, or support off logmein

Where is your favorite vacation spot?

It used to be San Francisco

What one word or phrase describes you?

Serious

If you were an animal you would be?

A mantis shrimp

Any hobbies?

I tinker with modular music synthesizers

CANDACE JONES | CUSTOMER HIGHLIGHT



What is your position and where do you work?

I am the District Clerk for the 132nd Judicial District Court of Scurry County. I work in Snyder, Tx, where our courthouse is located. I started in the District Clerk's Office on January 1, 1999 as a part-time/full-time Deputy. On October 15, 2005, I was appointed to the District Clerk's position where I have ran for office and won for four terms. So I'm about to complete my 22nd year in the office and 16 of those I've had the privilege and honor of serving as the office holder for my county.

What's your work philosophy?

My office philosophy is customer service, customer service, customer service! We are public servants so it's all about taking care of our customers and constituents, meeting their needs and helping them without providing legal advice to them, being efficient, professional and still remaining hometown friendly.

What iDocket product(s) do you use?

My staff and I currently use Quartz for our cases which includes Criminal, Civil, Family and Juvenile cases and it also has my Jury System tucked right in neatly with it which I love. It's so nice having only one software to deal with instead of two since Jury is right in with the whole system. In the past we've used Tyler Technology's Ableterm and more recently their Odyssey and their Jury Software.

How has iDocket changed the way you work for the better?

iDocket's program is super user friendly. I'm used to a complicated system so it's been a delight to learn the program and see just how simple our daily routine has turned into. Even my Jury Program is easy to learn and user friendly and is a part of the Quartz program instead of having two software programs to deal with which is a wonderful idea!

My office's Attorney General Billing process is very different than most others. Our billing creates credits and we write the Attorney General's Office a check several times a year as sometimes we receipt a lot more money than the Attorney General owes us. This is something that iDocket put lots of time and brain power into to make this work the way I wanted it to. It now runs smoothly without any crazy problems.

If you could deliver one message to potential iDocket customers, what would that be?

If you are looking for a software company that will give you the same customer service as you provide to your customers, look no further! iDocket's #1 advantage over other companies is the customer service they provide. They go the extra mile to make everything work correctly and appropriately for you. And they listen, which is a wonderful thing in this day and age. Their product that I'm currently using is so user friendly and easy to use and also easy to teach to new employees.

What's a problem you'd love to find a solution for?

iDocket has already added so many things to the Quartz program to meet my office's needs. The one thing I can think of is in the Appeals Builder area. We'd like to see a "universal" button to delete documents with. A "universal" button would allow us to check all the buttons at one time and delete them quickly so we can move on with creating the Supplemental Record.

Can you give us some personal facts?

I've been married to my best friend, Bill, for almost 25 years. We have three kids, Brittainy, Tabitha and Anthony, but the most important thing is we have four glorious grandkids who I love more than life. Hailey and Audryn live near and we love chasing them around to ball games of all kinds, basketball, softball, soccer, even cheerleading. Grayson and Keaton live in Pearland and haven't quite reached that age of being so busy with school and sports but we anticipate and look forward to lots of trips down south as they get bigger and as retirement approaches.

AVAILABLE PRODUCTS

iDOCKET PRODUCT DESCRIPTION	PRODUCT NAME	CUSTOMER
Integrated Case Management System	Quartz DJ	District Judges
Integrated Case Management System	Quartz CJ	County Judges
Sheriff Records Management System	Blue Diamond RMS	Sheriff
Sheriff Jail Management System	Blue Diamond JMS	Sheriff
Sheriff Computer Aided Dispatch	Blue Diamond CAD	Sheriff
Integrated Case Management System	Quartz DA	District Attorney
Integrated Case Management System	Quartz CA	County Attorney
Integrated Case Management System	Quartz CC	County Clerks
eDiscovery	Quartz eDiscovery	County & District Attorneys
Integrated Case Management System	Quartz DC	District Clerks
Land & Vitals	Onyx CC	County Clerks
Jury Program	Amethyst	County & District Clerks
Integrated Case Management System	Quartz JP	Justice of the Peace
Human Resource	Sapphire HR	Human Resource
Collections & Compliance	Quartz Collection & Compliance	Collection Department
Digital Signatures & Case File Transfer	Topaz	County-Wide & Public
eRecording	eRecording	Public
eFiling	Jade	Public
Property Records Online	Emerald	Public
Court Records & Images Online	Ruby & Ruby Red	Public

CONFERENCE ITINERARY



COUNTY AND DISTRICT CLERKS' ASSOCIATION OF TEXAS FALL CONFERENCE

September 8–10, 2021

Kalahari Resorts & Conventions
3001 Kalahari Blvd.
Round Rock, TX 78665

iDocket Booth (112)

Wednesday | September 8, 2021

12:00–5:00 pm

Show Open – Exhibits Staffed

Thursday | September 9, 2021

8:30 am–5:00 pm

Show Open – Exhibits Staffed

SALES TEAM



MARILYN GREER

Cell: 903-654-8582

Marilyn@iDocket.com



RICHARD LUNA

Cell: 830-743-5554

Richard@iDocket.com



SERGIO PALACIOS

Cell: 915-691-6677

Sergio@iDocket.com