

Judicial Efficiency through the use of Self-service Kiosks

THE CLIENT:

Minnesota's largest trial court, that serves a county which includes 46 cities (1.2 million population). The court processes approximately 40% of all cases filed in the state. Courtrooms and administration offices are located in eight (8) buildings, including five (5) in downtown Minneapolis and three (3) in the suburbs.

THE CLIENT'S NEEDS:

The court provides Public Defender Eligibility kiosks, in keeping with their mission to provide a system that ensures equal access and fair and timely resolution of cases. The kiosks allow applicants to submit an application electronically to determine if they are eligible for a public defender. About four years ago, they were looking for approximately fourteen (14) standard replacement kiosks to continue this service in several courthouse locations.

THE SOLUTION:

Fourteen (14) freestanding X6 model kiosks with four (4) additional kiosks, one of which included the X2 desktop model. Each kiosk included:

- Mild and Stainless Steel Enclosure
- Vandal-Resistant Powder Coat Finish
- 19" LCD Monitor with Touch Screen
- Keyboard and Trackball
- Printer
- Cooling Fan
- Large Access Doors with Ultra Secure Tubular Locks/Keys
- Rugged Indoor Design
- ADA-Compliant Design
- 3 Year Warranty

The client provided their own internal computers and software to provide security and run their custom public application. SiteKiosk was used to provide the appropriate level of access to the application, while ensuring that the kiosks were used only for the service intended.



BENEFITS:

The kiosks provide the means by which applicants access the judicial system's software.

The software, which is a web-based custom application developed internally by the court's development staff facilitates:

- The need for less paper with the current electronic process
- Queries to applicants, answers to which populate the state-accepted form and makes a decision about the applicant's eligibility for the program
- The provision of the application in several languages, eliminating the need and cost of an interpreter
- Reduced overhead costs

The success of this self-service solution will result in the court's future use of this type of technology, including possible wayfinding, jury and court check-in solutions.

ADDITIONAL SERVICE BENEFITS:

The client has reported a very good response from SlabbKiosks to any issues regarding equipment failure. The only equipment issue involved a non-functioning touch screen. A replacement screen was immediately ordered and shipped to the client.