
Puerto Rico's Courts Keep Operations and Justice on Track

NTT DATA delivers expertise in PeopleSoft Financials to reduce inefficiencies and empower users.

Abstract

Puerto Rico's court system depends on the Office of the Courts Administration (OCA) to run their operations and keep the judicial process moving expeditiously. However, outdated homegrown systems and manual processes made procurement and financial management difficult, slow, and costly. NTT DATA converted the Office to Oracle PeopleSoft Financials with new features that enable greater efficiencies, distributed operations, better asset management, and faster information access and reporting.

NTT DATA's PeopleSoft expertise enabled the Office of the Courts Administration to streamline processes, reduce costs, and improve information access and reporting.

Challenge

There's an old saying that "the wheels of justice grind slowly but exceedingly fine." At Puerto Rico's Office of the Courts Administration, the wheels of justice were also labor-intensive, costly, and overly centralized, relying on paper forms and antiquated systems. With growing budget shortfalls and a mandate to reduce the amount of time and money spent on back-office administrative processes, the Office sought a way to streamline and simplify their operations. The Office also wanted to remove administrative bottlenecks and make information more easily available to its 1,300 users at 17 regions across the island.

About Puerto Rico's OCA

Puerto Rico's Office of the Courts Administration (OCA) handled 250,000 court cases across 13 judicial regions in 2012.

Solution

After a competitive bid process, the Office engaged NTT DATA to replace its homegrown solution with Oracle PeopleSoft Enterprise Financials. Since the project involved the complete overhaul of obsolete and inefficient processes, it required a significant amount of business process re-engineering. PeopleSoft functional analysts and consultants from NTT DATA's Organizational Change Management practice performed a detailed analysis of existing business processes, forms, internal procedures, and regulations and adapted them to fit the software's best practices. Detailed process and role-based training materials were developed and user training was delivered in classroom settings throughout the island.

As an Oracle Platinum Partner, NTT DATA had the full range of expertise the engagement required. The team followed NTT DATA's certified PeopleSoft implementation methodology and took responsibility for all aspects of the systems development lifecycle, including testing and data conversion.

After successfully completing the implementation on time and within budget, NTT DATA provided specialized system support via a core group of functional consultants. The team implemented a barcoding solution to track assets; a custom-built Virtual Library System for the judges to access books and case materials online; and a custom Budgetary Analytical Report System to simplify information access and reporting.

Results

The implementation of PeopleSoft Financials has had a major impact on the productivity, efficiency, responsiveness, and decision-making of the Office of the Courts Administration. Paper-based processes and manual tasks have been eliminated, allowing for more efficient, electronic workflow in the following areas:

- » **Procurement and Requisition** – The procurement process was reengineered and the requisition process decentralized so that all 1,300 users across 13 judicial regions can create requisitions directly at their computers, reducing the internal procurement process from two weeks to three days.
- » **Asset Management** – The barcoding solution has provided asset management auditors with greater flexibility to perform random inventories based on asset custodians, asset locations, or business units. This enables them to better track and control the use of judicial resources and equipment.
- » **Finance** – The Budgetary Analytical Report System has reduced the time required to perform detailed analyses from more than three weeks to less than 25 minutes.

Better Efficiency and Control

By implementing PeopleSoft Financials, NTT DATA has helped the OCA improve management of over 3,000 purchase orders, 60,000 material requisitions per year, and 300,000 assets covering everything from office furniture and equipment to books and computers.

Did You Know?

- » NTT DATA has completed 100+ PeopleSoft implementations and upgrades in state agencies, cities, counties and school districts
- » NTT DATA personnel were involved in the design, development, and testing of the first public sector-specific PeopleSoft functionality

About NTT DATA

NTT DATA is your Innovation Partner anywhere around the world, with operations in more than 35 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, from consulting, application services, business process and IT outsourcing to cloud-based solutions.

Visit www.nttdata.com/americas to learn how our consultants, projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.