

Customer Relationship Management and Enterprise Resource Planning Solution for Judiciaries

Malawi High Court Improves Efficiency & Resolves Cases Speedily with Dynamics CRM & NAV



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Customer Profile

The High Court of Malawi setup a specialized Commercial Division in 2007 to ensure speedy resolution of commercial disputes in Malawi. The objectives and goals of the Commercial Court Division are as follows:

- To review rules of procedure as they apply to commercial cases and enhance the role of the small claims courts
- To disseminate information on legal and regulatory framework for Business and Commercial Activities; and
- To review, and where appropriate, reform, business and commercial related laws.

Business Situation

Tasked with the speedy resolution of commercial disputes, the High Court Commercial Division was struggling to keep track of all cases that were filed, including documents, depositions and other evidence presented by litigating parties. The documents in paper form made reviewing evidence a time consuming process, also left clerks with huge challenge of scheduling cases. These challenges meant that cases could drag on years, eventually delaying justice for citizens.

Solution

Considering Techno Brain's significant experience in the Public Sector, the High Court Commercial Division chose Techno Brain to address their needs and provide them a suitable solution.

Techno Brain made a thorough & detailed study of the Court's existing processes, challenges and requirements and created a customized case management processing workflow using Microsoft Dynamics CRM 2011 and Microsoft Dynamics NAV 2009.

Major features of the Solution:

- Electronic conversion of all case related documents
- Email exchange between court and litigating parties
- Public access to court decisions
- Easy and efficient case filing process

Technologies

Microsoft Dynamics CRM 2011, Microsoft Dynamics NAV 2009

Benefits:

Deploying the custom solution developed by Techno Brain on Microsoft Dynamics CRM 2011 and Microsoft Dynamics NAV 2009 enabled the court

Customer:

A specialized Commercial Division of The High Court of Malawi was established in 2007 to ensure speedy resolution of commercial disputes in Malawi.

Industry:

Public Sector—Judiciary

Business Situation:

The High Court Commercial Division was struggling to keep track of all cases filed making the task of reviewing the evidence time-consuming for a judge, leading to cases dragging on for years.

Solution:

Techno Brain created a customized case management processing workflow using Microsoft Dynamics CRM 2011 and Microsoft Dynamics NAV 2009 as the primary solutions.

Benefits:

- Improved Case Management
- Enhanced Judicial Efficiency and Information Access
- Reduced Paperwork
- Reduced time to process and search for information
- Online Access to Court Decisions
- Faster Case Resolution

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to be more efficient and responsive to the needs of the litigants as well as promote judicial effectiveness. It helped the High Court Commercial Division fulfil its mandate of interpreting the laws of Malawi, improve efficiency and access to information

Key benefits of Microsoft Dynamics CRM: Improved Efficiency:

- **Improved Case Management:** Cases are handled with greater ease with customized workflows
- **Enhanced Judicial Efficiency and Information Access:** With time reduces to file, hear and decide upon cases, the judiciary has become more efficient and effective
- **Reduced Paperwork:** Doing away with excessive paperwork and manual processes has reduced the usage of paper to a bare minimum, saving the judiciary money and time
- **Reduced time to process and search for information:** Information accessed in electronic form has reduced the time required to process and search for information
- **Online Access to Court Decisions:** The judiciary has increased the level of transparency with decisions being made available to the public
- **Shorter Periods in Resolving Cases:** The time required to decision on cases has reduced significantly, achieving the objective of Malawi High Court to ensure speedy resolution of commercial disputes