

## Case Study

# State Court System Boosts Mailing Efficiency and Automation with ConnectSuite e-Certify

A very large southeastern state court system is tasked with notifying thousands of people of their upcoming court cases every week. Certified mail is an essential tool for this process. To eliminate the need to send a representative into the field for notification purposes, the state court leverages the USPS Certified Mail service for its mail pieces, providing high visibility into chain of custody and a signed return receipt that is admissible in court.

### Challenge

Certified mail was critical in the state court's process, however, creating, managing, and tracking thousands of certified mail pieces every week was inefficient and a drain on resources. Filling out green cards was time consuming, physical return receipts were expensive, tracking pieces was cumbersome, and, as a result, the auditing process was difficult. The state court needed a solution that would help automate the piece creation process, digitize and return piece information, and seamlessly connect to its existing case management system. As part of the state court's solution discovery process, ConnectSuite e-Certify quickly became a frontrunner, fulfilling all these requirements.

### Solution

Through a timely process of establishing needs, rigorous testing, and responding to challenges, ConnectSuite's team worked closely with the state court's senior project manager to effectively implement and configure the solution. The state court was able to continue to focus on matters of high value without needing to redesign its own case management system as ConnectSuite focused on fluidly integrating e-Certify. As additional automation opportunities in the mail creation process were identified, ConnectSuite's high degree of agility and

e-Certify's deep set of features and functionality were critical for meeting the needs of the state court. With such a high volume of mail going out every week, variables such as document page count, envelope type, and material weight made the mail creation process complicated. The state court required a great amount of flexibility when creating its certified mail pieces. Configuration within e-Certify empowers the state court's users to define mail creation rules, allowing e-Certify to automatically adjust the banner page layout and postage amount to fit a larger envelope when a specified weight limit is exceeded. To ensure those weight limits are accurate according to the user's envelopes and paper, additional configuration allows users to specifically define the weights of materials. By leveraging features like these in e-Certify, the state court has reduced friction for its employees and increased efficiency with appropriate automation. e-Certify has ultimately become an invaluable tool for the state court in completing its daily tasks as efficiently as possible.

### Benefits

Within a year of adopting e-Certify, the state court system processed over 65,000 mail pieces with the solution. All of these pieces required electronic return receipts, containing the signature of the recipient, which are now securely stored and easily retrievable within e-Certify. Timely piece exception reporting within the solution allows administrative users to quickly locate and identify exception pieces. By increasing visibility in this way, the state court has a greater ability to audit and resolve mail piece problems as they arise, and employees can spend their time and energy focusing on business-critical tasks.