# CaseFile*Xpress* ®

## 5 ROAD RULES

**PART 2 IN A SERIES**

# Implementing a Successful eFiling System

*When choosing an eFiling system, it's easy to focus only on internal document management needs and judicial processes, but taking steps to support the filer is equally critical and often a costly oversight in the implementation process of a successful eFiling system. If user-friendly design and top-notch customer support aren't at the top of your criteria, you may find a rough road ahead, consisting of frustrated filers and a much slower adoption process—as well as more paper-handling, money processing and support issues than you bargained for.*

*But you can avoid the bumpy ride, and save valuable time and resources, simply by evaluating the eFiling solution from the filer's point of view. To help keep you (and your filers) on the road to smooth eFiling, we've compiled a checklist of essential elements to take into consideration when selecting and implementing an eFiling system.*

## The Essential Elements of an eFiling System

☐ **USER-FRIENDLY PORTAL**

Ask for a hands-on demo of the application from the filer's side where you get a chance to actually file a document. The software should offer a user-friendly portal with logical menus and obvious graphical icons, and a simple, step-by-step filing process. Submitting filings in a reliable, intuitive manner is a necessity, and should be a seamless, fast and properly supported process for the filer. A system that is self-explanatory, easy to use and offers on-screen direction translates into a smooth eFiling system.

☐ **EXTENSIVE WEBSITE RESOURCES**

The software should have an accessible outlet for end users to find their solutions in one convenient channel. Frequently asked questions and specifics surrounding a procedure's electronic submission such as filing deadlines, electronic signatures, exceptions to electronic filings and instructions on how to register are some of the resources that the software should make readily available online. When easy to use online resources are unavailable, finding answers to questions becomes a frustrating process.

☐ **TIMELY CUSTOMER SERVICE**

Regardless of how much training is offered, you'll still need to answer questions—especially from users who are new to registering and eFiling. Therefore, it's imperative to choose a program that offers customer service that is available 24 hours a day, 7 days a week, and 365 days a year.

A help desk offering round the clock reliable service must be able to provide answers about filings, timelines, or general inquiries. The ideal help desk support staff should offer:

- Detailed directions and guidance to clients who call a specific toll-free number
- Several levels of support, including electronic communication.
- Multiple options for filers to email their inquiries to a designated email address.

- "Live Chat" customer support, where filers can interact with support personnel online and submit their questions through a direct messaging program.

## ☐ EASY PAYMENT PROCESS AND FINANCIAL TRANSACTIONS

Having an easy online payment process is essential. Some questions to ask include:

- How will payment processing be handled?
- How will financial transactions be reconciled?

- Do you have merchant accounts for accepting court and eFiling fees?

Some courts require firms to deposit money in escrow accounts, which can be an expensive drain on firms, and is not a very customer-friendly process. An eFiling vendor should be able to handle the Payment Card Industry Data Security Standard (PCI DSS) requirements for you, collecting both court fees and filing fees. This eliminates the headaches and provides a seamless service for your filers by offering credit card transactions or even firm-wide billing.

## ☐ COMPREHENSIVE TRAINING RESOURCES AVAILABLE

Regardless of how intuitive the software is to use, training should be readily available and cover all levels of filers:

- Attorneys
- Legal staff
- Judge's filing orders
- Judicial staff

- Government filers
- Legal aid organizations
- Out-of-state filers
- Self-represented litigants

The vendor should offer several types of self-service training:

- Live, one-on-one "walk-through" trainings—which allow filers to get individual and focused assistance to their eFiling inquiries.

- Remote webcasts (bi-weekly or monthly)
- Online tutorials
- User manuals

Training should cover topics such as the basic how-to's of eFiling, best practices, filing checklists, rules and ethics, and new features, and content should be updated with new versions or as customer needs evolve.

Finally, whether creating the software yourself or choosing a software vendor, take the time to understand the needs of your filers and how you or your vendor are set up to support those needs. This checklist should help you get started. Working with a vendor partner that has a support system with a help desk, training and the ability to provide the customer assistance that filers need will make adoption easier for the filer (and you) and save big headaches down the road.

## About CaseFileXpress

CaseFileXpress, L.P., is the leading Electronic Filing Service Provider (EFSP), representing 89 of the top 100 U.S. law firms. Founded in 2002, CaseFileXpress was the first approved eFiling provider for both Texas State Courts and the Washington, D.C. Superior Courts. CaseFileXpress combines service delivery and advanced eFiling technology with the management and financial strength of its parent company MMC Group, Inc. CaseFileXpress is headquartered in Irving, Texas.