



SHELBY COUNTY PROBATE COURT NOW LIVE WITH BENCHMARK CASE MANAGEMENT SYSTEM FROM PIONEER TECHNOLOGY GROUP

New paperless case management system delivers efficiencies for the public and streamlines case processing on multiple levels.

After their current vendor announced they would no longer be supporting their case management system, Shelby County was faced with a tough challenge to not only find a new CMS altogether but to also provide better ways to serve the public while at the same time reducing expenses. The Shelby County Probate Judge of Alabama successfully met this challenge by implementing a new case management system called Benchmark, which has simplified court processing and improved public service for the residents of the County.

With the installation of the Benchmark case management system, Shelby County now has a seamless process that has allowed them to move from a paper ledger via Excel spreadsheet to an electronic system within Benchmark that allows Shelby County to track their fiduciary accounts at the case level. Benchmark also provides electronic document routing for signature via the Benchmark web which greatly reduces the number of misplaced documents and increases the turnaround for cases routed to the Judge in real time. And with access to Benchmark web Judges can review their cases around the clock.

“We are happy to have Shelby County join the Pioneer family in Alabama,” said Steve Rumsey, President of Pioneer Technology Group. “The partnership we are building with Shelby County is an exciting one as we know they will take full advantage of the efficiencies of the Benchmark system and help to make it even better in the future with their expert feedback.”

Shelby County marks the seventh customer in Alabama to have picked up Benchmark placing it in good company with the 76 customers across the nation live with this industry leading case management system. Benchmark was designed for court case management and continues to improve each year with feedback from customers and a revolutionary customer service department. Pioneer Technology Group’s innovative land records system, Landmark, is also scheduled to go live in Jefferson County, AL later this year. This project is currently underway.

About Pioneer Technology Group

Pioneer Technology Group (PTG) is a leading developer of software solutions and services to Governments and the private sector. The company, headquartered in Sanford, Florida, develops and supports the Benchmark court case management system, the Landmark official records system, the YourDox title document system, and tax processing systems for counties and municipalities. PTG also provides content management systems and a scanning services bureau for transitioning paper to digital images through its subsidiary, Pioneer Records Management. For more information about the company, please contact Kristina Rumsey at krumsey@ptghome.com or visit PTG’s website at <http://www.ptghome.com>