

## Case Study / Durham Magistrates Court



County Durham Magistrates' Courts Committee has become one of only a handful in the UK to link electronically with its bailiffs' service, thanks to Washington-based e-business and networking company, Knowledge I.T.

Knowledge has installed a 'state of the art' system that enables instant online access to defendant's account information. This means that when a bailiff calls on a defendant to collect fine arrears, they have up-to-date information on the debt, via a hand-held computer that uses bluetooth technology.

Access to the internet via hand-held computers has been available for some time but what is innovative about this system is that access is provided back to the magistrates' court's private computer system via a secure encrypted link. Specialist VPN (virtual private network) software has been installed on the bailiffs' hand held computers, which links them to central computer at the magistrates' court.

This enables the bailiff to see a full history of each case including each action taken, any response and every payment received. The information is updated automatically.

Ian Heslop, I.T. Manager at County Durham Magistrates' Courts said: "We chose the Knowledge system because the company fully understood our requirements and came up with the most cost-effective solution. Before introducing this system, records were often incomplete and lacking in detail. A lot of time was wasted,

especially with bailiffs having to call back to the office to get an update. With our new system, bailiffs will have access to up-to-date information 24 hours a day."

Bryn Jones, Head of Finance, said: "This will make the recovery of debts much more efficient and we expect to see a 5% overall increase in the monies being recouped. This is a further initiative introduced by County Durham Magistrates' Courts Committee to improve collection of fines."

Knowledge I.T. managing director, Martin Coleman, said: "It's very exciting for Knowledge to be at the forefront of technology. This technology has applications for a lot of businesses that have staff working predominantly out of the office. For example estate agents, can go out and value a house, take photos and send the information back to the office electronically. By the time they get back to the office the house details will be in the agents' window." s services, including email, internet, hardware, maintenance and support. This makes operating the site's I.T. much easier, with the peace of mind that additional support is always available."

### Project Overview

Company: Durham Magistrates Court  
Project: Remote Workforce Integration  
Web: [www.ne-bic.co.uk](http://www.ne-bic.co.uk)

### Benefits:

- Remote workforce integration
- Improved debt recovery levels
- Reduced operational costs
- Real-time access to data
- Increased collection of fines

**"We chose the Knowledge system because the company fully understood our requirements and came up with the most cost-effective solution."**

See how Knowledge I.T. can benefit your organisation  
by calling today on: 0845 898 9080

## KNOWLEDGE I.T

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