

City of Inglewood Implements

# “Subpoena Electronic Delivery System”

Using DocuPeak’s ECM/  
BPM Platform



**Inglewood California**

INFORMATION TECHNOLOGY  
AND COMMUNICATIONS



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## Organizational Need

The City of Inglewood and the Los Angeles District Attorney's office wanted to implement an automated electronic delivery system that would constitute as legal service for Police Department subpoenas.

This solution was needed to provide efficient service to Police Officers who work a variety of shifts and need an audit trail for delivery and receipt of the subpoena.

It was crucial to create a system that provided confirmed identification of relevant parties, uniform search criteria and scalability to serve multiple cities Police and City Attorney Departments in the future.

A web-based solution was required for both ease of administration and end user access via web browser for the Officers served with the subpoena. Providing real time notification, monitoring of all Subpoena activities and easy to use management reports was essential to the department.

## Customer Profile

The City of Inglewood and WebiPLEX have formed a strategic partnership focused on utilization of DocuPeak SaaS to develop content management and business process management applications for the City.

This was the second application implemented by WebiPLEX at the City of Inglewood. DocuPeak's suite of customization tools supports multiple applications using a common Web portal front end to provide a fast ROI and meet future application needs.

*In addition to Subpoena delivery and tracking, "DocuPeak Subpoena Management System," improved accountability and communications between the Police Officers and the District Attorney.*

### ADVANTAGES

- **Simplifies Subpoena delivery and tracks notification activities**
- **Reduces administrative costs and saves significant time**
- **Improves accountability of Police Officers and courtroom attendance**
- **Creates and automated process for improved consistency and delivery**

### OBJECTIVES

The primary objective was to improve the methodology for the Police Departments Subpoena delivery, acceptance and management. while improving the efficiency & timeliness of the process. In addition, creating an automated audit trail to keep track of all Subpoena activities was needed to accomplish these goals.

### SOLUTIONS

The LA District Attorney, City of Inglewood and consultants from WebiPLEX used DocuPeak to create an application to gather and report the entire Police Department Subpoena process. The application, "DocuPeak Subpoena Management" provides an online web form to serve Subpoenas in an automated manner for improved consistency and timeliness. A summary listing of all Subpoenas is presented in a dash board view per Police Officer and a detailed audit trail can be viewed and updated electronically.

## DOCUPEAK WAS LEVERAGED TO CREATE “DOCUPEAK SUBPOENA MANAGEMENT.”

- Provides a customized web form to deliver Subpoenas and provide an audit trail
- The City is saving over 200 hours per month of administrative time to delivery, track and manage the Subpoena process
- The DocuPeak platform is flexible and adaptable to meet the needs of the City to have data collection and reporting
- The use of “DocuPeak Subpoena Management,” avoided the use of manual data entry and e-mail attachments as the primary means to serve Subpoenas
- “DocuPeak Subpoena Management,” demonstrated a seamless implementation while demonstrating ease of use for the Police Department

## VALUE

DocuPeak has helped the City of Inglewood to implement a city-wide Subpoena delivery, acceptance and tracking system. The functionality of DocuPeak allows the City to configure the document management and workflow processes in a manner that meets their needs today, and in the future.

The City has plans for additional applications using the DocuPeak platform for contract administration and IT Department Continuity of Operations Plan to automate business processes and improve management oversight.

## ROI

The monthly cost of the SaaS DocuPeak platform can be amortized over multiple applications. The City of Inglewood selected the SaaS solution and negotiated an Enterprise Wide license agreement.

The City can deploy DocuPeak applications to all City employees or outside consultants with no additional cost. The City is able to budget for the complete system software and technical support on a fixed monthly subscription basis. All future applications add to the benefits and ROI.



*“While working on the DocuPeak project management application “CitiStat”, I was tasked by representatives from the Inglewood PD to provide a solution to their antiquated subpoena tracking system. After a handful of discussions with the developers from WebiPlex, I quickly realized the potential for an additional BPM application that would provide 24-7 functionality to the members of the Inglewood PD. It needed to be extraordinarily user friendly, customizable, scalable, and reliable. Within a few months, we had an application that provides the above requirements plus the security and functionality required by the DA which will also allow us to bridge systems with the City Attorney’s Office.”*

Derrick Deconinck  
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