



# Tyler's CSI Solution Demo

JCIT Meeting  
November 10, 2023

**Process Filings 24 Hours a Day, 7 Days a Week, 365 Days a Year**



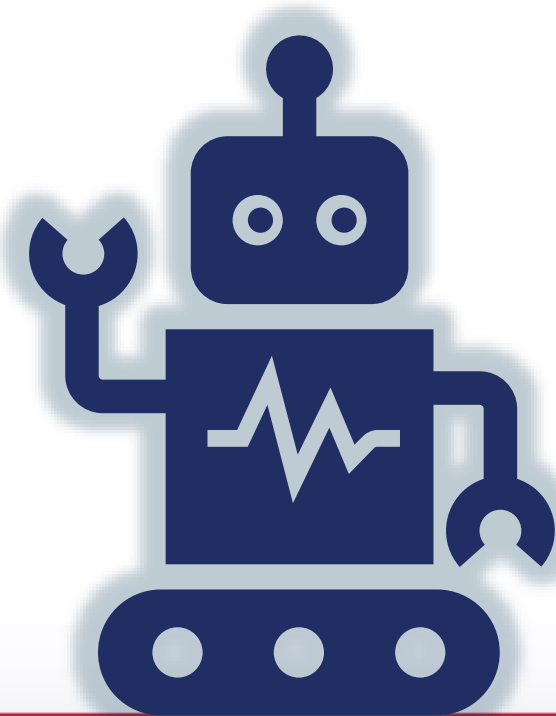
**Reduce manual document review duration and backlog**



**Minimize data entry errors**



**Achieve same day processing**



1

**Robot 1** monitors the eFileTexas Review Queue for new filings and locks them for automated review

2

**Robot 2** Gathers envelope details, downloads the PDF document, and performs document classification

3

**Robot 3** Compares the data submitted in the filing with the data within the document to determine what actions to take

4

**Robot 4** Performs the updates needed in eFileTexas and takes action on the envelope (accept / return)

5

**Robot 5** Performs the docketing updates needed in the clerk's local CMS to further reduce the clerks' workload



## PALM BEACH COUNTY, FLORIDA



Meaningful Annual Savings  
**\$1.9 Million**



AI Processes Filings  
**5x Times Faster**



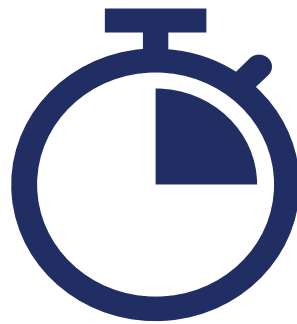
Hands Off Processing  
**Over 40% of Filings**



## TARRANT COUNTY, TEXAS



**Proactively Identifies  
Errors** and Extracts  
eFiling Data



48-Hour eFile Intake Period  
**Reduced to Minutes**



**Improved Quality Control**  
Before CMS Transfer



## National Achievement Award Recipient



### How did it come to fruition?

- Early conversation to add CSI to our technology portfolio began in 2018.
- Mandate to recover as quickly as possible from the Covid-19 pandemic that thrust our typical bureaucratic RFQ process to a full-scale government life cycle: RFP → Award of the contract → Implementation of the software

### How did we achieve our success?

- Fully committed partners.
- The complexity of AI to perform intelligent document processing (IDP) requires full commitment from the vendor (Tyler), Information Technology leadership (dedicated IT resources) and the customer (County Clerk SMEs designated to the BA process).

### Results

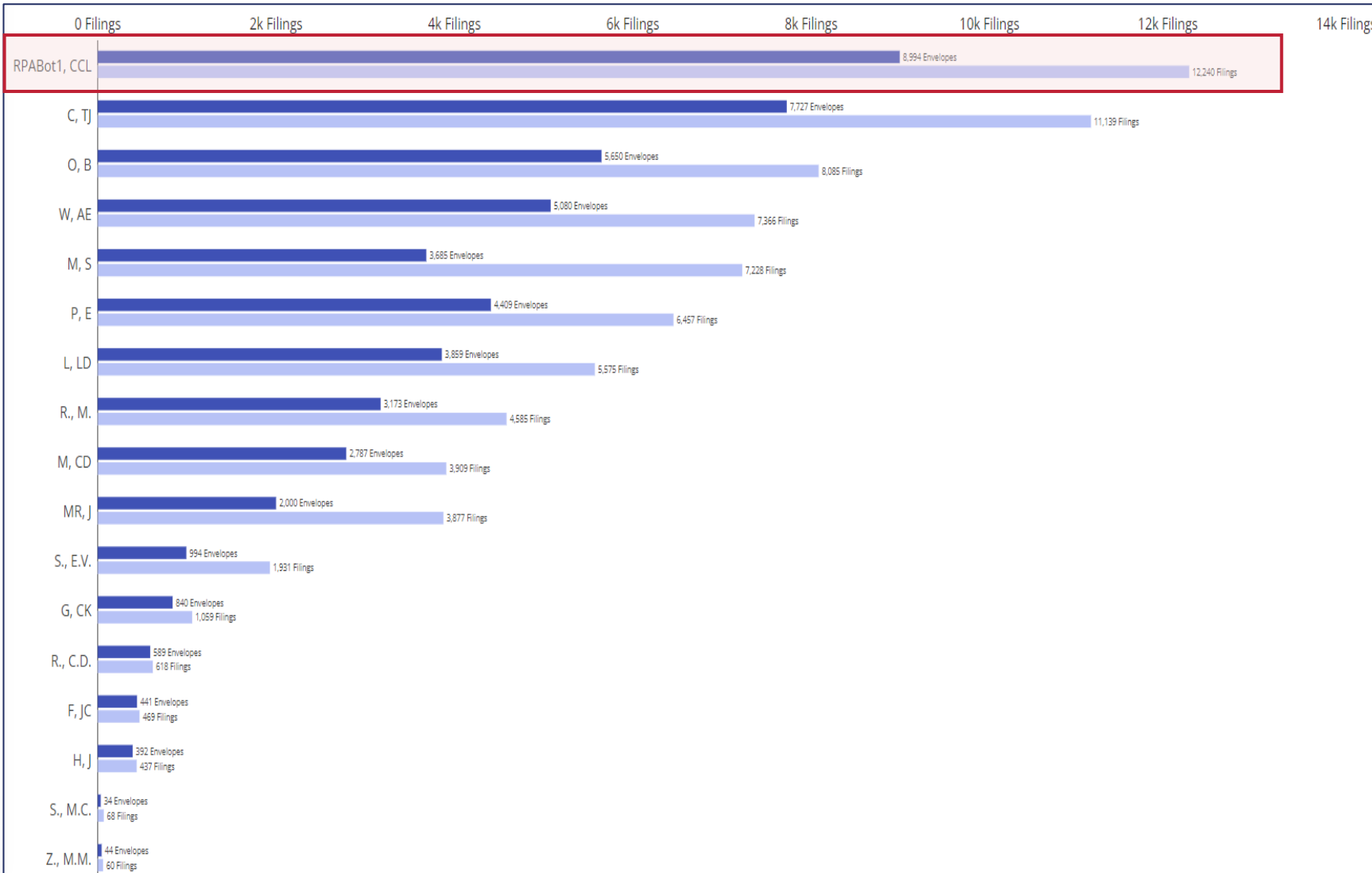
**Our Bots (*Skynet, R2D2 and Optimus Prime*) were mandated to take weekends off because the humans (attorneys, judges and clerk staff) were needing time to catch up!**



# CSI – Automated eFiling Workflow Demonstration

[Video Demonstration Link](#)

# Automation Performance – Tarrant County CCL



## Tarrant County – County Courts at Law (1, 2, & 3)

YTD Results (Jan 1 – Nov 7):

- 75,153 filings
- 50,722 envelopes

**Robot was top producing resource in office (out of 20) in terms of envelopes and filings worked:**

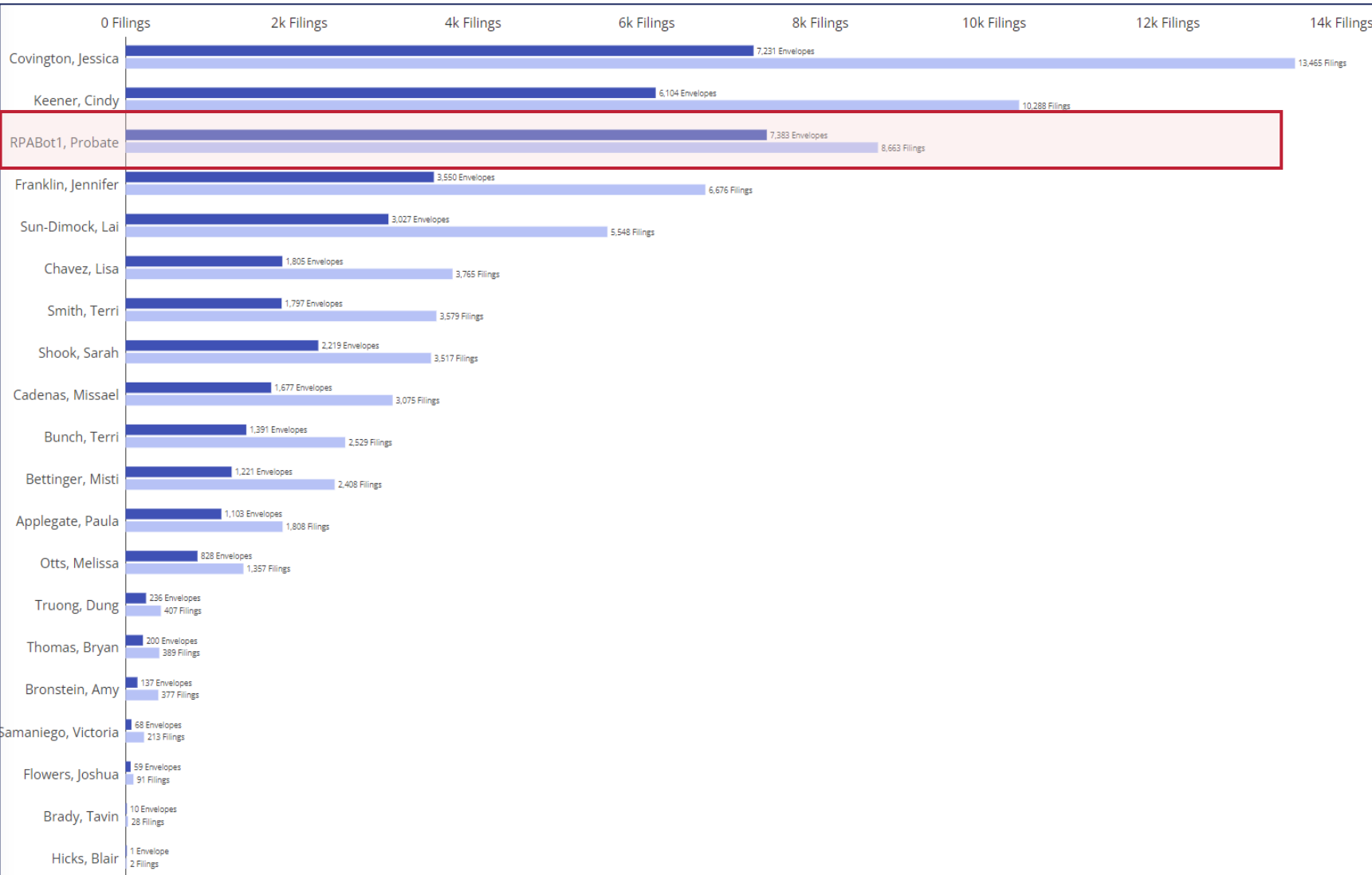
- 12,240 filings (16.29%)
- 8,994 envelopes (17.73%)

**97.53% are processed in under 24 hours**

**Only 7 filings returned out of 12,240 to date**



# Automation Performance – Tarrant County Probate



## Tarrant County – Probate Courts (1 & 2)

YTD Results (Jan 1 – Nov 7):

- 68,186 filings
- 40,020 envelopes

**Robot was third most producing resource in office** (out of 20) in terms of envelopes and filings worked:

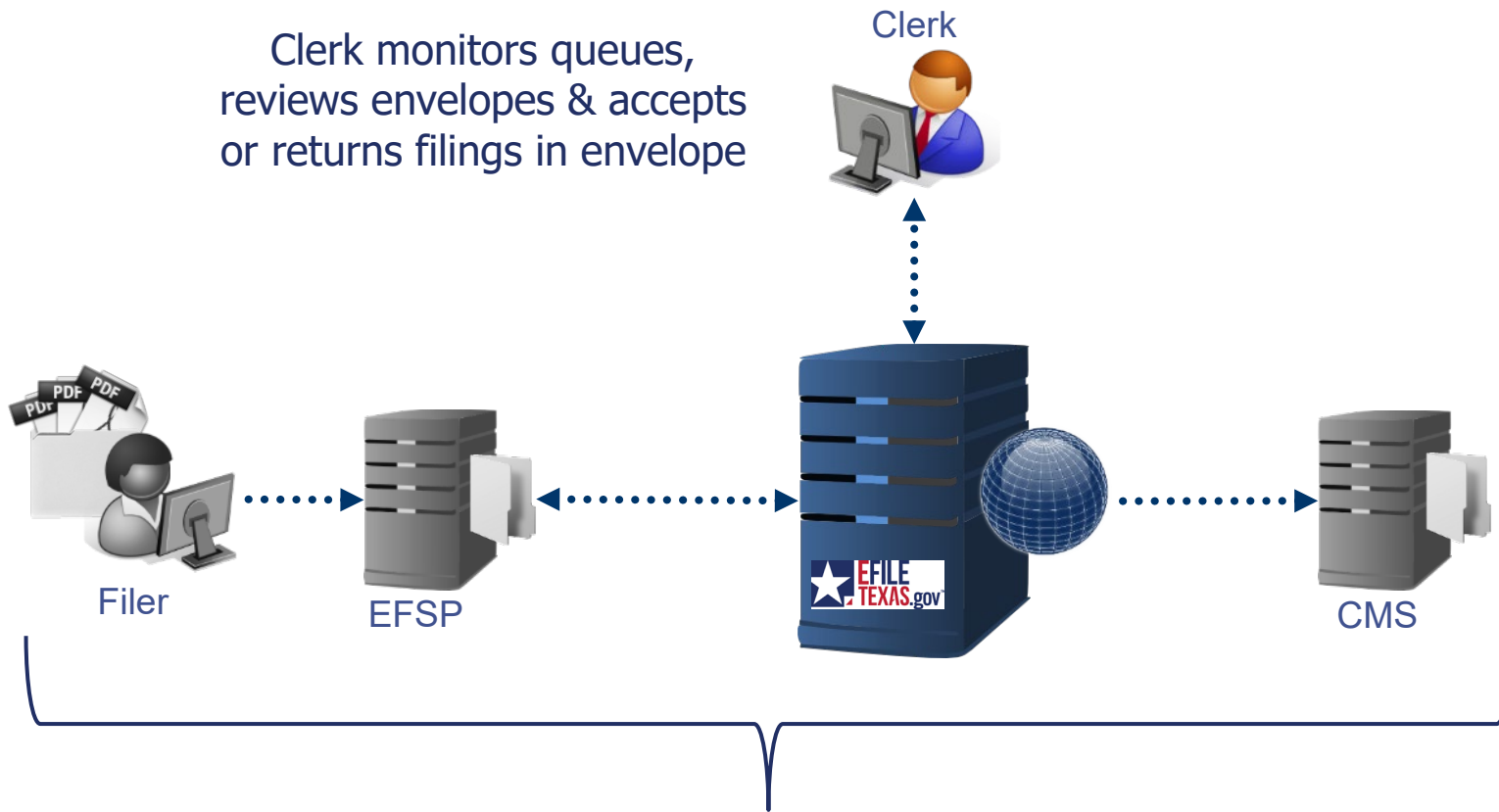
- 8,663 filings (12.70%)
- 7,383 envelopes (18.49%)

**94.50% are processed in under 24 hours**

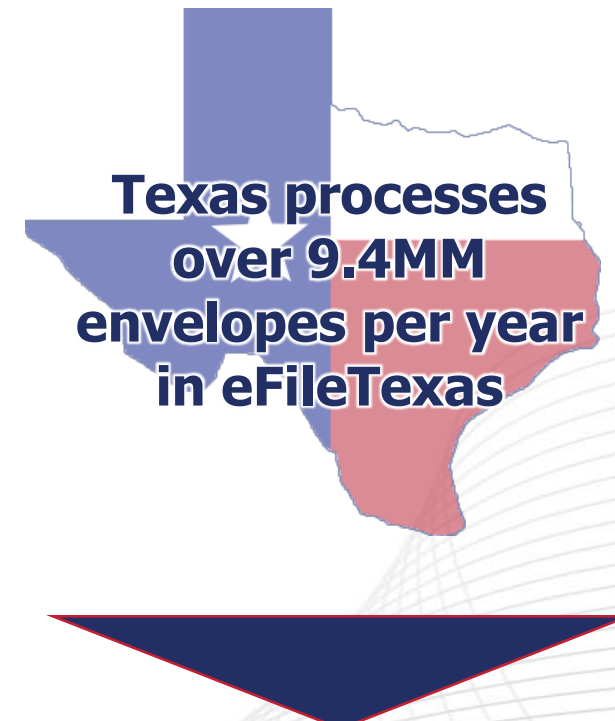
**Only 3 filings returned out of 8,663 to date**

# Time Savings for Texas

Clerk monitors queues,  
reviews envelopes & accepts  
or returns filings in envelope



**Average duration for clerk to review and process an envelope within eFileTexas is 2.15 minutes**



**Over 161 FTEs time is spent reviewing filings in eFileTexas each year**