

**2005 NACM ANNUAL CONFERENCE**

**San Francisco, California**



**2005 EXHIBITION**

**Hyatt Regency San Francisco Hotel**

**EXHIBITION SCHEDULE**

**Tuesday, July 12, 2005**

<b>Show Hours</b>	<b>2:45 pm - 7:00 pm</b>
<b>Vendor Fair</b>	<b>5:30 pm - 7:00 pm</b>

**Wednesday, July 13, 2005**

<b>Show Hours</b>	<b>7:30 am - 10:30 am</b>
<b>Continental Breakfast</b>	<b>8:00 am - 9:30 am</b>
<b>Prize Drawing</b>	<b>10:00 am - 10:30am</b>

Don't miss the vendors' special drawings on Tuesday and Wednesday—  
YOU MUST BE PRESENT TO WIN

## EXHIBITORS—BY BOOTH NUMBER

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<b>Booth</b>	<b>Exhibitor</b>
202	HOK Architects
203	LexisNexis
204	S.A.S. OMNI
205	Courtroom Connect
207	Policy Studies Inc.
212	Icon Software Corp.
214	Norwich University-Master of Justice Administration
215	Professional Probation Services, Inc.
302	Premier Data Services
303	INTRESYS - TurboCourt
304	Williams Sound Corp.
305	Appriss
306	Heery International
307	FTR, Limited.
308	AmCad Case Management, LLC
309	Hyland Software, Inc.
310	High Criteria, Inc.
311 & 313	Court Specialists, Inc.
312 & 314	VIQ Solutions Inc.
315	Courthouse Technologies
316	Association of Legal Administrators
317	DCSW Architects
402	CourtSmart Digital Systems
403	Omni-Group Inc.
404	DPK Consulting
405	Mercom Systems, Inc.
406	ACS
407	JAVS
408	Justice Systems, Inc.
409	ChoicePoint
410	Linebarger Goggan Blair & Sampson, LLP
412	Facility Group
413	Jury Systems Incorporated
414	Multi Business Systems
415	First Data Government Solutions
416	CourtCall

417	MAXIMUS Justice Solutions
502	Municipal Services Bureau
503	Infax, Inc.
504	ISD Corporation
505	Justice Served
506	Lift-U, Division of Hogan Mfg., Inc
507	Wiznet, Inc.
508	Softworks Solutions Incorporated
509 & 511	National Center for State Courts
510	PSA-Dewberry, Inc.
512	BMI Imaging Systems
513	Tyler Technologies
514	GC Services, LP
515	KMD Architects
516	AllianceOne Receivables Management, Inc.
517	Novo Technologies
602	Cannon Design
606	Tybera
612	Booz Allen Hamilton
616	Access Capital Services, Inc.

## COMPANY DESCRIPTIONS – ALPHABETICAL ORDER

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### **Access Capital Services Inc.**

**616**

200 E. Center Street

Vasalia, CA 93291

Phone: (888) 935-1227 / Fax: (559) 737-5875

E-mail: [cpl@acscollectors.com](mailto:cpl@acscollectors.com)

Website: [www.courtcollectors.com](http://www.courtcollectors.com)

Contact: Patrick Lozano

A common thread in all aspects of the American Justice system is the commitment to Due Diligence. Fines are not levied solely for the purpose of creating court revenue. Defendants are expected to be accountable for their actions.

Many agencies provide effective collections for ‘easy pay’ accounts, few provide Due Diligence. Due Diligence in working skipped accounts, or maintaining contact with uncooperative defendants.

Your court will never recover 100% from every defendant, but, with ACCESS as your courts’ partner, it will never be a result of a lack of effort.

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### **ACS**

**406**

1733 Harrodsburg Road

Lexington, KY

Phone: (859) 277-1500/ Fax: (859)-277-2300

E-mail: [kylehoward@acs-inc.com](mailto:kylehoward@acs-inc.com)

Website: [www.acs-inc.com](http://www.acs-inc.com)

Contact: Kyle Howard

ACS and our pre-synchronized partners have spent decades learning which solutions work and implementing those solutions in complex, real-world justice environments.

From court and juror management systems to electronic filing, interactive voice response, audio/visual technologies, document management systems, IT infrastructures, and more, ACS and our partners have real, proven experience implementing solutions in courts around the world. Visit booth 406 for information about how we're connecting technologies, agencies, and people to make technology work for you.

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**AllianceOne Receivables Management, Inc.****516**

320 Rio Grande Place

San Ramon, CA 94582

Phone (925) 968 - 9904 / Fax (925) 968 - 9902

Website: [www.AllianceOneInc.com](http://www.AllianceOneInc.com)Contact: James Perasso, AVP Sales, [James.Perasso@allianceoneinc.com](mailto:James.Perasso@allianceoneinc.com)

AllianceOne is a leading provider of full cycle accounts receivable management services and provides collection services to over 500 governmental jurisdictions and multiple large courts and counties throughout the United States. AllianceOne focuses on developing unique solutions for the Government sector. We believe that by identifying new and innovative solutions, we empower clients with enhanced services and communications. Methodology and Service set us apart.

Our Focus is simple: Understanding your needs and surpassing your expectations.

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**AmCad Case Management****308**

11180 Sunrise Valley Drive, Suite 200

Reston, VA 20191

Phone (727) 736-7008

Website: [www.integrated-courts.com](http://www.integrated-courts.com) or [www.amcad.com](http://www.amcad.com)Contact: Kevin Deeley, Vice President, [kdeeley@amcad.com](mailto:kdeeley@amcad.com)

AmCad is a full service company offering court and public records solutions. AmCad's integrated CASE MANAGEMENT SYSTEM (AiCMS) is a .NET person-based (centric) web-based solution based on national court standards for data collection and sharing including Justice XML Web standards. AiCMS Integrated Solution provides consistency across widely varying business units within the Justice community. AiCMS Integrated Justice Solution Incorporates: Case Progress Docket; Event Management; Master Calendaring; Case Receipting; Financial Processing; Full General Ledger; Check Writing and Reconciliation; Systems Utilities; Systems Administration; User Defined Tables; Provides Image-Enable Case Documents; and Full In-Court Processing Functionality; as well as Electronic Filing.

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**Appriss, Inc.****305**

10401 Linn Station Road

Louisville, KY 40223

Phone: (502) 561-8463 / Fax (502) 561-1825

E-mail: jackert@appriss.com; jbuchheit@appriss.com

Website: www.appriss.com

Contacts: Jay Ackert, Account Executive; Jim Buchheit, Account Executive

Appriss technology helps hundreds of local, state, and federal criminal justice agencies serve and protect their citizens. It's flagship product, VINE®, keeps victims informed on the custody and court status of their offenders in more than 1,200 communities nationwide.

Appriss Call2Court improves the efficiency and effectiveness of court operations by making current information about court events and changing schedules available to courtroom participants over the telephone.

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**Association of Legal Administrators****316**

75 Tri-State International

Suite 222

Lincolnshire, IL 60069-4435

Phone (847)-267-1252

Web site: www.alanet.org

Association of Legal Administrators (ALA), *The Source of Legal Management Information and Knowledge*, provides support, high-quality education and services to legal management professionals in law firms, corporate legal departments and government legal agencies. ALA also operates the Legal Management Resource Center (LMRC), <http://thesource.alanet.org>, an online resource that answers legal management questions.

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**Booz Allen Hamilton, Inc.****612**

Corporate: 8320 Greensboro Drive, McLean, VA

San Diego Office: 1615 Murray Canyon Road, Ste 220, San Diego, CA 92108

Phone: (619) 725-6552

Website: [www.boozallen.com](http://www.boozallen.com)Contact: [leghart\\_martin@bah.com](mailto:leghart_martin@bah.com)

Booz Allen Hamilton has been at the forefront of management consulting for businesses and governments for over 90 years. Booz Allen, a global strategy and technology consulting firm, works with clients to deliver results that endure. With more than 16,000 employees on six continents, the firm generates annual sales of \$3.3 billion. Booz Allen provides services in strategy, organization, operations, systems, and technology to the world's leading corporations, government and other public agencies, emerging growth companies, and institutions. To learn more about the firm, visit the Booz Allen Web site at [www.boozallen.com](http://www.boozallen.com). To learn more about the best ideas in business, visit [www.strategy-business.com](http://www.strategy-business.com), the Web site for strategy+business, a quarterly journal sponsored by Booz Allen.

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**BMI Imaging Systems****512**

749 W. Stadium Lane

Sacramento, CA 95834

Phone: (916) 924-6666 / FAX (916) 928-0277

Website: [www.bmiimaging.com](http://www.bmiimaging.com)

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**Cannon Design**

602

2170 Whitehaven Road  
Grand Island, New York 14072  
Phone: (716) 773-6800  
E-mail: [kfeller@cannondesign.com](mailto:kfeller@cannondesign.com)  
Website: [www.cannondesign.com](http://www.cannondesign.com)

Public buildings serve both as an anchor and beacon, landmarks that symbolize dignity, service and community. Cannon Design is committed to a process that fosters clear vision through collaboration and results in imaginative solutions that meet the demands of these highly specialized environments. Cannon is committed to design excellence, technological innovation and client service. As a multidisciplinary firm, our clients benefit from a single point of responsibility and accountability, and are assured of effective coordination and communication.

Cannon Design is consistently ranked among the leading international design firms for public architecture, healthcare, higher education, sports and recreation, as well as corporate and commercial clients. With more than 700 staff delivering services through fourteen regional centers, the firm is working in 42 states and 15 countries in Europe, the Middle East, the Far East, and Latin America.

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**ChoicePoint**

409

4530 Conference Way South  
Boca Raton, FL 33431  
Phone: (800) 279-7710 ext. 5817  
Website: [www.choicepoint.com](http://www.choicepoint.com)  
Contact: [mary.mccaffrey@choicepointprg.net](mailto:mary.mccaffrey@choicepointprg.net)

For almost a century ChoicePoint has been a trusted source and leading provider of decision-making information that helps reduce fraud and mitigate risk. ChoicePoint has grown from the nation's premier source of data to the insurance industry into the premier provider of decision-making intelligence to businesses and government.

Today, ChoicePoint is the nation's premier provider of decision-making intelligence and the largest provider of on-line and on-demand public records information to support government and business customers. ChoicePoint maintains databases with more than 17 billion online public records, and manages a staff of more than 2,200 researchers who obtain public record information from courthouses and other public sources on a daily basis.

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**CourtCall****416**

6383 Arizona Circle

Los Angeles, California 90045

Phone (888) 882-6878 / Fax (310-743-1850)

Website: [www.courtcall.com](http://www.courtcall.com)Contact: Jim Kelley, Account Manager, [JKelley@courtcall.com](mailto:JKelley@courtcall.com)

CourtCall originated the regularly scheduled and voluntary program for attorneys to make appearances by teleconference with NO cost or expense to the Court. Through its CourtConference division CourtCall services a variety of Bankruptcy Courts including those handling the PG&E, WORLDCOM, ENRON, UNITED and CONSECO cases. Hundreds of thousands of CourtCall Appearances have been made in State, Federal and Bankruptcy Courts in Arizona, California, Florida, Georgia, Hawaii, Iowa, Illinois, Indiana, Louisiana, Maryland, Michigan, Mississippi, Montana, Nevada, New Jersey, New Mexico, New York, Oregon, Texas, Utah, Washington and West Virginia saving lawyers hundreds of thousands of hours and their clients millions of dollars. Become a full-service Court with CourtCall.

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**Courtroom Connect****205**134 West 25<sup>th</sup> Street, 5<sup>th</sup> Floor

New York, NY 10001

Phone: (877) 838-9067

E-mail: [info@courtroomconnect.com](mailto:info@courtroomconnect.com)Website: [www.courtroomconnect.com](http://www.courtroomconnect.com)

Courtroom Connect is a leading provider of advanced communications for litigation proceedings including depositions, mock trials, war rooms and trials throughout the United States. Services provided include Internet connectivity, networking, video conferencing, video streaming, transcript streaming, and teleconferencing. Courtroom Connect maintains permanent connections in over 25 major courthouses in California, Delaware, New York, Maryland, Massachusetts, and Pennsylvania – and also provides a complete range of communications services on a temporary basis wherever litigation events occur.

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**Court Specialists, Inc.****311&313**

906 Anna Lane

Friendswood, TX 77546

Phone (281) 482-8898 / Fax (281) 482-3398

Website: [www.courtspecialists.com](http://www.courtspecialists.com)Contact: Gary L. Boese, Vice President, [garyboese@courtspecialists.com](mailto:garyboese@courtspecialists.com)

Court Specialists, Inc. is an industry-leading provider of Judicial Management Applications Software. Founded in 1971, CSI is a privately owned company whose sole market niche is Integrated Justice. At the core of CSI's offerings is eNACT, the first browser-enabled Case Management System operationalized in any large United States court. eNACT is designed to handle all case types and can be supplemented with other applications designed to handle Juror Management, Probation, Diversion Programs and Legal Process Tracking. CSI also provides eNACTWEB, an Internet/intranet-based public access system.

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**CourtSmart Digital Systems****402**

51 Middlesex Street

N. Chelmsford, MA 01863

Phone: (978) 251-3300 / Fax: (978) 251-4488

Website: [www.CourtSmart.com](http://www.CourtSmart.com)

*CourtSmart* Digital Systems, Inc. engineers and installs the world's most cost effective digital audio/ video recording systems for courthouses and other governmental agencies internationally as well as throughout the United States. *CourtSmart* systems provide centralized fault tolerant recording, complete ODBC compliant database archiving, and are fully networked for both LAN and WAN implementation. All audio/video recordings are automatically archived to DVD-RAM media.

*CourtSmart* also installs professionally engineered turnkey sound systems along with video presentation and remote arraignment systems. *CourtSmart* has installed hundreds of digital ready courtrooms and specializes in the unique audio/video requirements of modern courtrooms.

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**Courthouse Technologies****315**

3665 Kingsway, Suite 300

Vancouver, BC V5R 5W2

Phone: (604) 639.4449

Website: [www.courthouse-technologies.com](http://www.courthouse-technologies.com)Contact: [info@courthouse-technologies.com](mailto:info@courthouse-technologies.com)

We're revolutionizing jury management. Courthouse Technologies is a company built on a vision for the future of jury management. We believe that jury management systems have not kept pace with developments in new technology. Remarkable advancements in technologies for the Internet, for telephony, for document imaging and mobile devices, to name a few, can be applied to optimize and revolutionize the administration of the jury process.

Courthouse Technologies has 30 years of combined experience developing solutions for the jury management process. This experience has taught us that superior jury management systems are not crafted by computer programmers, but by dedicated technology professionals who are specialists in the jury management field. Our team of developers has built more jury management systems than any other vendor in the market. And because we have applied expertise not just with our own applications, but with a variety of commercially available jury management systems, there is no one better qualified to provide you with the best jury management products, technical support and consulting services available.

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**DCSW, Inc.****317**

320 Central Avenue SW

Albuquerque, NM 87102

Phone: (505) 843-9639 / (505) 843-9683 Fax

Website: [www.dcsw.com](http://www.dcsw.com)Contact: J. David Dekker, Senior Principal, [ddekker@dcsw.com](mailto:ddekker@dcsw.com)

DCSW Architects is a full service Architectural firm with offices in Albuquerque NM, Santa Fe NM, and San Clemente CA. The firm has a wide range of courts and justice facility expertise. Recent projects include the State of New Mexico Metropolitan Court in Albuquerque, the Chaves County Courthouse in Roswell New Mexico, the Sandoval County Judicial Complex in Bernalillo New Mexico, and the Valencia County District Courthouse in Los Lunas New Mexico. All of the courts projects feature state of the art voice, data, and video arraignment/distance testimony capability, communications, security, and court proceedings recordation and sound reinforcement systems. The firm has also designed numerous detention facilities. From small county courts to large multi-agency judicial complexes, DCSW has the proven expertise to assist in the development of highly successful judicial facilities.

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**DPK Consulting****404**

605 Market Street, Suite 800

San Francisco, CA 94105

Phone: 415-495-7772 Fax: 415-495-6017

E-mail: [info@dpkconsulting.com](mailto:info@dpkconsulting.com)Website: [www.dpkconsulting.com](http://www.dpkconsulting.com)

DPK Consulting (DPK) is a San Francisco-based firm that provides technical, management, and advisory services to help developing and transitioning societies and governments navigate the challenges they face in the modernization and democratization process. We work around the world to help establish and strengthen productive relationships between state and society, and develop government and justice systems that are responsive, transparent, accountable, fair, and efficient. Since its foundation, DPK has emerged as a leader and an innovator in providing consulting services that support the furtherance of good governance and strengthened rule of law. In the area of rule of law, DPK teams work throughout the world with the goal of achieving true democratic reform and sustainable economic development by providing services such as:

- Building capacity of the judiciary, prosecutors, public defenders, and other justice institutions
  - Improving court administration and management, including financial planning, oversight, and human resource management
  - Facilitating strategic planning, policymaking, and policy dialogue
  - Developing legal frameworks, including civil and criminal procedure codes, commercial laws, and regulatory frameworks
  - Conducting legal and judicial training to enhance technical and managerial skills
  - Implementing delay reduction programs
  - Developing performance standards, audits, and management statistics
  - Implementing information technology and justice sector automation
  - Implementing alternative dispute resolution systems, including integration of formal and informal justice systems
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**The Facility Group****412**

2233 Lake Park Drive

Smyrna, GA 30080

Phone: (770) 437-2784

E-mail: [alpi@facilitygroup.com](mailto:alpi@facilitygroup.com)Website: [www.facilitygroup.com](http://www.facilitygroup.com)

Expand, renovate, or build new? The Facility Group specializes in performing the front-end, pre-architectural planning studies to help you find the right solution to your immediate and long-range facility and operational needs. As experts in judicial, correctional, and law enforcement facilities, we work closely with judges, clerks of the court, sheriffs, and administrative staff to evaluate your judicial systems and facilities. Based on our findings, we make recommendations and present options to help you make the right decision, and gain support from your elected officials. We also provide program management, architecture, engineering, and construction management services to help you deliver your projects from inception to completion -- Seamless services for seamless solutions.

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**First Data Government Solutions****415**

9250 East Costilla, Suite 100

Greenwood Village, CO 80112

Phone: (800) 701-0161, x117

Website: [www.fdgs.com](http://www.fdgs.com)Contact: [tradey@fdgs.com](mailto:tradey@fdgs.com)

First Data Government Solutions brings a strong history of helping courts drive outstanding efficiency and service to citizens. Our self-service jury and case management solutions are engineered to meet the unique needs of each client through unmatched design and development experience. At the core of our solutions is the award-winning AccessNet Interactive Voice Response (IVR) platform and PayPoint, an enterprise wide payment engine. AccessNet has exclusively served the government marketplace for over 20 years with solutions that empower citizens to conduct transactions and obtain real-time information 24 hours a day, 7 days a week. PayPoint provides a centralized payment solution for efficient processing and management of credit cards, debit cards and ACH transactions."

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**FTR, Ltd.****307**

2901 N. Central Avenue #400

Phoenix, AZ 85012

Phone (800) 646-0958 / Fax (602) 385-4990

Website: [www.fortherecord.com](http://www.fortherecord.com)Contact: Mimi Munsell, Sales & Marketing Assistant, [mmunsell@fortherecord.com](mailto:mmunsell@fortherecord.com)

FTR Limited (FTR) supplies multimedia recording and content management solutions that capture, store, manage, reproduce and distribute audio/video information. Its products are used by courts, all levels of government, regulatory agencies, law enforcement, educational institutions and litigation services firms because they're easy to use, reduce operating expenses, save time, and virtually eliminate the possibility of recording errors. FTR sells its products direct and through a global network of value-added resellers and systems integrators, and presently has over 8,000 systems installed in over 20 countries.

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**GC Services Limited Partnership****514**

6330 Gulfton Drive

Houston, TX 77081

Phone: (949) 609-0232

E-mail : [scottcole@gcserv.com](mailto:scottcole@gcserv.com)Website: <http://www.gcserv.com>

Contact: Scott Cole, Managing Vice President

When GC Services first opened its doors for business in October 1957, we were just one of a few small firms helping companies manage their collection and customer care needs. In the nearly five decades since, our continued commitment to providing superior service to our clients and their customers has led to tremendous growth. Today, GC Services is one of the largest and most respected receivables management companies in the nation, handling more than 1 million customer contacts per day in 19 languages, with 32 offices throughout the United States, Canada and the Caribbean. We are particularly proud of our court collections experience and our flagship court management division.

GC Services has formulated partnerships with more than 150 Judicial districts nationwide. Our programs include the management of (1) unadjudicated traffic cases, (2) adjudicated traffic, misdemeanor, felony, victim restitution, indigent defense, jury fines, (3) Family law cases/child support delinquencies, and (4) delinquent parking cases. GC Services has managed more than \$3 billion in court-related cases, typically recovering more than 30% of the delinquent cases referred to us by our court clients.

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**Heery International****306**

999 Peachtree Street NE

Atlanta, GA 30309

Phone (404) 881-9880 / Fax (404) 875-3273

Website: [www.heery.com](http://www.heery.com)Contact: Sharon Ealy, Exhibit Manager, [sealy@heery.com](mailto:sealy@heery.com)

For 50 years, Heery International has provided the planning, programming, design and construction expertise that federal, state and local jurisdictions need to develop judicial facilities in a cost effective and timely manner. Our judicial experience includes more than 20 federal courthouses and more than a dozen county courthouses.

Heery's approach is based on customer service and strategic partnership. Whether a single project manager or an entire team of design and construction professionals, your Heery team will adopt your mission statement and focus on your objectives.

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**High Criteria Inc.****310**

4 Geranium Court

Richmond Hill, Ontario L4C 7M7

Phone: (705) 740-0469

E-mail: [sales@LibertyRecording.com](mailto:sales@LibertyRecording.com)Website: [www.LibertyRecording.com](http://www.LibertyRecording.com)

The Liberty Court Recorder is a PC-based audio recording program designed to run on a standard PC using the Windows operating system. The Liberty Recorder is the economical alternative to other higher-cost digital recording systems. Liberty Recorder is simply the most cost effective way for courts to move into digital audio recording. The Liberty system can record and playback, on multiple channels. It also includes bookmark and text notes features that allow tab stops for instant cueing and text to be imbedded directly into the resulting audio files.

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**HOK Architects****202**

Twenty-two Domestic and International Offices

Website: [www.hok.com/justice/](http://www.hok.com/justice/)

Contacts: Chuck Oraftik, San Francisco (415-243-0555); Mike Frawley, St. Louis (314-421-2000); Ed Spooner, Dallas (214-720-6000); Charles Smith, Los Angeles (310-838-9555); Jim Kessler, Washington, DC (202-339-8700); Duncan Broyd, Tampa (813-229-0300); John Eisenlau, Atlanta (404-439-9000); Gordon Stratford, Toronto (416-203-9993)

HOK is the nation's largest justice programming, planning, architecture, engineering, and technology firm. Over the past 40 years HOK has designed more than 200 major justice facilities, including 85 courthouses containing over 1,400 courtrooms. HOK court facilities have been recognized for excellence by the NCSC, ABA, and AIA more than twice as often as those of any other firm.

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**Hyland Software, Inc.****309**

28500 Clemens Road

Westlake, OH 44145

Phone: (440) 788-5000 / Fax: (440) 788-5100

E-mail: [sales@onbase.com](mailto:sales@onbase.com)

Hyland Software, developer of OnBase, is a leading document management solutions provider. OnBase is enterprise-class software that combines the technologies of enterprise report management, document imaging, electronic document management and workflow in a single, web-enabled application. OnBase provides the core infrastructure for ECM initiatives in a rapidly deployable, highly configurable, easily integrated and cost effective software solution. Government agencies utilize OnBase to streamline operations, manage regulatory compliance, reduce costs and share information and processes with employees, partners and constituents, as well as other government agencies. OnBase solutions are implemented at thousands of commercial organizations and government agencies throughout the world.

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**Icon Software Corporation****212**

3453 Lawrenceville-Suwanee Road, Suite A

Suwanee, GA 30024

Phone: (866) 501-ICON (4266) / Fax: (800) 428-9037

Website: [www.iconsoftware.net](http://www.iconsoftware.net)

Icon Software Corporation offers the Courtroom Innovations(tm) family of software which is a scalable, robust, and proven solution. For over 21 years, our feature-rich case management software has provided courts, both large and small, the ability to be more resourceful. Court Innovations(tm) Family of software solutions makes use of .NET technology. Our solutions provide integrated document imaging, bar codes, and records tracking including warrants, arrest, prosecutor, court case information, scheduling, event tracking, receipting, user defined table, XML, and electronic filing/payment capability. Court Innovations(tm) includes Accounting, Civil, Criminal, Family, Jury Management, Juvenile, Law Enforcement, Probate, Traffic, and other general jurisdictional courts.

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**Infax, Inc.****503**

3400 Corporate Way, Suite D

Duluth, GA 30096-2500

Phone: 770-209-9925 / Fax 770-209-0671

Website: [www.infax.com](http://www.infax.com)Contact: David Deets, Court Specialist, [ddeets@infax.com](mailto:ddeets@infax.com)

Infax, Inc. is a Georgia-based company specializing in electronic information display solutions. For over 33 years, Infax has been designing, fabricating, programming and installing electronic information displays for airports, courthouses, office buildings and mass transit facilities in locations worldwide. Please visit us in Booth 27 and take a look at the latest in electronic docket display technology.

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**INTRESYS****303**

990 Industrial Road, Suite 204

San Carlos, CA 94070-4266

Phone (650) 208-1881 / Fax (650) 596-1793

Website: [www.intresys.com](http://www.intresys.com) and [www.TurboCourt.com](http://www.TurboCourt.com)Contact: Alex Zilberfayn, Vice President, [alexz@intresys.com](mailto:alexz@intresys.com), (650) 596-1794 ext.101

INTRESYS' core business is enablement of Information Management solutions for courts and e-Government oriented agencies. INTRESYS has automated diverse processes from web-based Interactive e-Filing and Forms Completion to Knowledge Management and automation of Policies and Procedures e-Training; Real-Time Management for judicial and other required resources; Capital Funds and Budgets Management; Public Sector e-Procurement; and Citizens Relationship Management.

TurboCourt helps self-represented litigants interactively complete form pleadings by asking questions using a simulated interview process, the answers to which populate only the required forms. TurboCourt provides services in the areas of domestic relations, domestic violence, small claims, landlord-tenant, guardianship and general civil in California, Michigan, Florida and New York (selected jurisdictions). This web-based interactive program guides Pro Se to fill out the forms necessary to request or respond to papers. For courts facing static or diminishing resources while their numbers of filings from the public increase, systems that pave the way for electronic gathering and transmission of information are crucial.

*“TurboCourt is best designed and most intuitive time saving e-forms product we’ve ever seen.”*

- Brett Arquette, Editor in Chief, Court Tech Forum ([www.courtechforum.com](http://www.courtechforum.com))

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**ISD CORPORATION****504**1565 East 6<sup>th</sup> Street, Suite 101

Corona, CA 92879

Phone: (951) 479-9400

Website: <http://www.isd-corp.com>

ISD Corporation is a leading and innovative provider of justice software solutions supporting the processing of all general and limited jurisdiction Court case types and Adult and Juvenile Probation cases. ISD's browser-based applications allow our clients to process more cases with limited staff resources, readily share information with other justice agencies through XML-based interfaces, and to respond to increased community expectations for increased access to services and information through our public access plug in products. For NACM 2005, we will be featuring both our Court and Probation solutions. Please drop by booth #504 and see how these proven solutions can help you respond to increased workloads and community expectations with limited resources.

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**JAVS (Jefferson Audio Video Systems)****407**

13020 Middletown Industrial Blvd.

Louisville, KY 40223

Phone (502) 244-8788 / Fax (502) 244-3311

Website: [www.javs.com](http://www.javs.com)Contact: Jared Green, Vice President of Sales & Marketing, [sales@javs.com](mailto:sales@javs.com)

JAVS is the preeminent provider of audio and video court documentation systems designed to fit into any courtroom environment. Microphones, cameras and evidence presentation equipment are combined with JAVS intelligent audio video switching and control system to record and log court proceedings. Today, JAVS systems are providing the official record of the court in more than 1000 courtrooms in 30 states.

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**Jury Systems Incorporated****413**

15760 Ventura Blvd., Suite A-16

Encino, CA 91436

Phone (805) 227-7102 / Fax (818) 461-3179

Website: [www.jurysystems.com](http://www.jurysystems.com)Contact: Mary O'Donnell, Director of Sales, [mary@jurysystems.com](mailto:mary@jurysystems.com)

Jury Systems Incorporated's sole business practice is the installation and support of its Jury Management System JURY+®. Jury Systems Incorporated has nearly twenty years of jury management experience and has worked with more than 300 courts in 25 states in that time.

We are dedicated to providing you with the resources required to ensure that your Jury Operation is a success. We are the industry leader in Jury Management because our clients and premier system are our single focus. Jury Systems Incorporated's products and services save you time and money and improve the quality of life for your employees and your customers - the jurors. The Education and Training support staff at Jury Systems Incorporated are all former Jury Commissioners and Managers, so we are more than familiar with the "real world" issues you face everyday. Our technical support is unparalleled in the industry, providing 24 hour a day, 7 days per week, toll free 800 number customer support.

In the past year we have developed and implemented two new innovations, JURY+ *Imaging Solution* and JURY+ *Web Solution*, that can even further enhance your jury operation and improve service to the jurors. Come by and see us for more information.

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**Justice Served****505**

3144 Broadway, Suite 4-500

Eureka, CA 95501

Phone (707) 443-1900 / Fax (707) 443-1906

Website: [www.justiceserved.com](http://www.justiceserved.com)Contact: Chris Crawford, President, [ccrawford@justiceserved.com](mailto:ccrawford@justiceserved.com)

Justice Served™ is a court management and IT consulting firm offering a wide variety of services to courts, justice agencies and their partners in technology. We now offer low cost credit card services for increased revenue at the front counter and expansion of collection efforts to include telephone, mail and online payments. You'll also want to see our annual Top 10 Court Website Awards. The president of Justice Served™, Chris Crawford, has over 31 years of court management experience, and our allied consultants are recognized experts in their respective fields. See for yourself at Booth 505, or visit our website for more information.

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**Justice Systems****408**

4600-D McLeod N.E.

Albuquerque, NM 87109

Phone (505) 883-3987 / Fax (505) 883-2845

Website: [www.justicesystems.com](http://www.justicesystems.com)Contact: Steve Ventre, Director of Business Development, [sventre@justicesystems.com](mailto:sventre@justicesystems.com)

Justice Systems specializes in the design, development and implementation of case management systems for courts and justice agencies. FullCourt case management software is designed to provide a scalable and fully integrated (criminal/civil/juvenile) management for use in limited and general jurisdiction courts of any size.

Jury Management, Diversion/Drug Court, Child Welfare, Probation, Appellate modules, as well as Document Imaging/Management, Collections, Financials, MVD Reporting interfaces are but a few of the available options. FullCourt is easily modifiable and table driven to address the unique requirements found in any court or jurisdiction. For over 22 years, Justice Systems has stood for quality, and with the upcoming release of our browser version, FullCourt Enterprise, we've never been more excited for the future."

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**KMD Architects and Planners****515**

222 Vallejo Street

San Francisco, CA 94111

Phone: (415) 399-4849 / Fax (415) 399-4741

Website: [www.kmdjustice.com](http://www.kmdjustice.com)Contact: Cathy Cilek, Business Development, [cilek@kmd-arch.com](mailto:cilek@kmd-arch.com)

KMD is an award-winning nationally renowned architecture, planning and design firm headquartered in San Francisco, with offices in Los Angeles, Portland, Seattle, New York, Mexico City, and Shanghai. In the last 15 years, KMD has provided comprehensive innovative planning and design solutions for over 8,000,000 SF of municipal, county, state, and federal court programs throughout the U.S. KMD's portfolio includes more than 90 juvenile justice projects completed since 1990. KMD's California experience on justice projects extends to over half of the 58 counties. The National Center for State Courts featured 5 of our projects in their [Retrospective of Courthouse Design 1991-2001](#). KMD has won numerous awards for its public architecture, including several AIA Honor Awards and the Presidential Design Award for Architectural Excellence.

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**LexisNexis****203**

9443 Springboro Pike  
Miamisburg, OH 45342  
Phone (937) 865-7064 / Fax (937) 847-3097  
Website: [www.LexisNexis.com/fileandserve](http://www.LexisNexis.com/fileandserve)  
Contact: Tina Yarnell, Relationship Events Specialist

LexisNexis File & Serve gives courts and law firms greater control over case file management. With a judicial-grade infrastructure, LexisNexis File & Serve provides improved access to case documents and streamlines the intake process. Online clerk review and judicial action improve court operations, while the online document repository enhances care, custody, and control. Law firms benefit from improved document access, automated case monitoring, and the elimination of the physical delivery of paper.

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**Lift-U, Division of Hogan Mfg., Inc.****506**

P.O. Box 398  
Escalon, CA 95320  
E-mail: [johnfusco@hoganmfg.com](mailto:johnfusco@hoganmfg.com)  
Website: [verticalmobility.com](http://verticalmobility.com)

LIFT-U, one of the leading wheelchair lift manufacturers in the U.S. offers a wide variety of vertical platform lifts for the commercial marketplace. One of our products the “Courtroom Lift Accessor” allows universal access for Witnesses and Judges. Requiring little site preparation, this unit can be fully integrated into the architectural millwork making the lift function virtually invisible while utilizing courtroom space. Come by Booth 506 to view a full scale-working model of the Courtroom Lift Accessor.

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**Linebarger Grogan Blair & Sampson, LLP****410**

1949 South I.H. 35

Skyline Bldg., Suite330

Austin, TX 78741

Phone: (512) 447-6675 Ex. 3740 / Fax: (512) 447-8791

Website: [www.publicans.com](http://www.publicans.com)

Linebarger Grogan Blair & Sampson, LLP is a law practice with a singular focus: helping governmental entities improve their collections. The firm collects a variety of receivable types for its clients, including current and delinquent taxes, fees, fines, liens, tolls, and healthcare, just to name a few. While we use technology to its fullest abilities, the cornerstone of our law firm is, and always has been, customer service. We tailor our collection programs to meet each individual client's specific needs. By integrating legal services and advanced collection systems, we offer our clients an efficient and effective means of collecting their outstanding government receivables.

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**MAXIMUS Justice Solutions****417**

5399 Lauby Road, Suite 200

North Canton, OH 44720

Phone (330) 497-0033 / Fax (330) 966-0097

Website: [www.maximus.com](http://www.maximus.com)Contact: Gary Egner, Director, [garyegner@maximus.com](mailto:garyegner@maximus.com)

The MAXIMUS Justice Solutions Division was founded in 1984 to provide state-of-the-art Case Management Systems. The Justice Solutions Division is located in North Canton, Ohio with over 135 staff members. This division has established itself as the premier provider of Case Management Systems to America's Courts. Some of our recent awards include: The city of Houston; State of Alaska; State of Nevada; State of Massachusetts; the District of Columbia; Chester, Pennsylvania; and Wayne County, Michigan. This division provides and delivers the CourtView<sup>®</sup>, JailView<sup>™</sup>, RecordView<sup>®</sup>, and JuryView<sup>™</sup> modules. The CourtView<sup>®</sup> module is a functionality-rich integrated justice system that includes the case management and financial processes necessary to support court divisions (such as Criminal, Civil, Family, Traffic, and Probate.) Additional CourtView<sup>®</sup> modules support Prosecutors, Public Defenders, Probation, and Juvenile Detention Centers.

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**Mercom Systems, Inc.**

405

9 Polito Avenue, 9<sup>th</sup> Floor

Lyndhurst, NJ 07071

Phone: (201) 507-8800

Website: [www.mercom.com](http://www.mercom.com)

Mercom Systems offers Veri-Scribe, the most feature rich, flexible digital recording solution for court/hearing room and deposition venues. Veri-Scribe will offer stand-alone, networked, distributed, and centralized solutions that can be mixed and matched to meet the needs of the most sophisticated courthouse environment. Count on Veri-Scribe for your digital recording solutions. Veri-Scribe is also available through Mercom's GSA Schedule GS-35F-0146N.

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**Multi Business Systems**

414

2350 E. Gettysburg, Suite A

Fresno, CA 3726

Phone: (800) 776-0057

E-mail: [mkooiman@multibusinesssystems.com](mailto:mkooiman@multibusinesssystems.com)Website: [www.multibusinesssystems.com](http://www.multibusinesssystems.com)

Multi Business Systems has been helping courts across the nation save money and get more efficient with the Outsourcing of the Jury Summons and Traffic Courtesy Notices. We work with the individual courts to meet the needs they have in design, size and quantities to reduce costs in postage and processing while maintaining a professional look on all forms. We are processing for courts across the nation to save them time and money in the printing and mailing of summons and notices. We are currently working on an NCOA link program to be able to correct addresses of the potential jurors and then electronically correct the addresses in the system. No more manually correcting all of the return mail.

Multi Business Systems also provides many different items of Jury Appreciation Week. The one week to show appreciation to the people that give up their time to serve, we provide what the court wants at a cost that is affordable to just remind them that they are important.

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**Municipal Services Bureau (MSB)****502**

6505 Airport Blvd., Suite 100

Austin, TX 78752

Phone: (800) 568-7004

E-mail: [jordan.freytag@gilacorp.com](mailto:jordan.freytag@gilacorp.com)Website: [www.muniserv.com](http://www.muniserv.com)

Contact: Jordan Freytag, ext. 3200

Municipal Services Bureau's only business is providing collection services to government entities. The company presently has over 500 court clients. MSB's specialized program conforms to meet your requirements and will increase revenue and judicial compliance while decreasing internal costs and liability.

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**National Center for State Courts****509&511**

300 Newport Ave.

Williamsburg, VA 23185

Phone: (800) 450-0391 / Fax (757) 564-2015

E-mail: [jramsey@ncsc.dni.us](mailto:jramsey@ncsc.dni.us)Website: [www.ncsconline.org](http://www.ncsconline.org)

Contact: John Ramsey

NCSC serves the state courts as they improve judicial administration. NCSC provides research, information, education, and consulting services focused on helping courts plan, make decisions, and implement improvements that save time and money while ensuring judicial administration that supports fair and impartial decision making.

NCSC is an independent, nonprofit court improvement organization founded by the state chief justices at the urging of Chief Justice of the Supreme Court Warren E. Burger. He envisioned NCSC as a clearinghouse for research information and comparative data to support improvement in judicial administration in the state courts. Twenty years ago, the Institute for Court Management merged with NCSC, adding an educational curriculum especially designed for court managers. In the early 1990s, an information services was created to strengthen the rule of law in countries around the world.

NCSC is located in Williamsburg, Virginia with program offices in Denver, Colorado and in Arlington, Virginia.

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**Norwich University**

158 Harmon Drive

Northfield, VT 05663

Phone: (800) 460-5597 ext 365

E-mail: [cormsby@norwich.edu](mailto:cormsby@norwich.edu)Website: [www.mja.norwich.edu](http://www.mja.norwich.edu)

Norwich University has developed a master's program that provides graduates with the tools required to advance and succeed in leadership positions within the justice system. This degree is a unique combination of public administration and the justice field. The Master of Justice Administration program is designed for management in the justice system today, you will study the justice system, organizational management, research and evaluation, law and ethics, policy and planning, public finance and budgeting. The program is online and designed to be completed in less than two years. Norwich University is fully accredited by the NEASC and steeped in 187 years of tradition. At Norwich you can expect challenges and achieve distinction.

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**Novo Technologies****517**

49 Bel-Air Street, Suite 202

Levis, Quebec, Canada G6V 6K9

Phone (888) 657-6686 / Fax (418) 833-6607

Website: [www.novo.ca](http://www.novo.ca)

Contact: Susan Micheline, sales@novo.ca

Founded in 1995, Novo Technologies is a leading provider of digital voice recording solutions. The CourtLog product is specifically designed to meet the needs of the Justice environment and to help the court system to be more efficient and reliable. CourtLog, at the forefront of the digital software solutions for court recording, provides state of the art sound quality along with highly secure, scalable and robust software. Much more than just a digital audio recording system, the user-friendly solution provides many features such as: integration to case management for Docket, immediate access to voice recordings for playback, playback while recording, annotations, archive automatically, precise time referencing and automatic time stamp of events occurred, restriction recording feature, attach e-proofs, and duplication. CourtLog is available as a standalone or mobile system, and works in conjunction with major databases (i.e., MSDE, My SQL, and Oracle). CourtLog enhances your court work process.

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**Omni-Group, Inc.****403**

Justice Facility Planning Consultants  
2550 Via Tejon, Suite 1A  
Palos Verdes Estates, CA 90274  
Phone: (310) 791-2230  
E-mail: rrrtomni@aol.com  
Contact: Ronald Taylor or Randall Rice

Programmed by the Omni-Group, Inc. the new 1,100,000 GSF Los Angeles, California United States Federal Courthouse is nearing design completion. We were pleased that six projects programmed by the Omni-Group, Inc. were included in the “Retrospective of Courthouse Design 1991-2001”, published by the National Center for State Court, with citations for state-of-the-art excellence. For two decades the Omni-Group, Inc. has specialized in assisting court jurisdictions achieve recognized excellence through the planning and architectural programming of “state-of-the-art” court facilities. To help our clients define their requirements for functionally based space supporting the proper administration of justice, we provide a range of services including:

- Operational analysis and the forecasting of services and staffing levels;
- The preparation of capital development strategies and physical master plans; and
- The development of detailed building programs including capital and operating costs.

Please visit us at Booth 403 and discover how your project can achieve state-of-the-art excellence.

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**Policy Studies Inc.****207**

999 18th Street, Suite 1000  
Denver, CO 80202  
Phone: (303) 863-0900  
Website: [www.policy-studies.com](http://www.policy-studies.com)

Policy Studies Inc. (PSI) helps courts and other justice system agencies improve service delivery and use public resources more efficiently. PSI's staff and consultants are leaders in the field of justice system innovation with a long-standing commitment to improving the quality of justice in the United States. PSI staff and consultants have worked with a variety of justice system agencies, and have helped to address a wide range of justice system issues. Stop by Booth **207** to speak to one of PSI's justice consultants.

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**Premier Data Services****302**

8310 South Valley Highway, Suite 220  
Englewood, CO 80112  
Phone (800) 210-9100 / Fax (303) 377-3663  
Website: [www.premierdata.com](http://www.premierdata.com)  
Contact: Steve Bragg, CFO, [sbragg@premierdata.com](mailto:sbragg@premierdata.com)

Premier Data Services is an integrated solutions and software provider focusing on local, district, and appellate court case records management and network system security. Premier has provided critical software, support and services to many city, county, state and federal government entities, as well as hundreds of commercial accounts. Equal Justice is Premier's Court Record Management Solution engineered with leading edge J2EE Java Technology. Equal Justice's comprehensive functionality and flexible modular design supports modification to meet the needs of any court. Equal Justice brings an enterprise level solution with unsurpassed deployment flexibility on a broad range of operating systems and databases.

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**Professional Probation Services, Inc. (#916)****215**

1771 Indian Trail Road, Suite 350  
Norcross, Georgia 30093  
Phone: (678) 218-4100 / (678) 218-4104 fax  
(877) 288-8119 toll free  
Contact: [asc647@aol.com](mailto:asc647@aol.com) or [sandlsutton@mindspring.com](mailto:sandlsutton@mindspring.com)

Since July 1992, Professional Probation Services, Inc. (PPS) has been providing full-time, full-service probation departments to our nations misdemeanor courts. Currently, PPS is supervising more than 40,000 offenders, managing more than 5000 delinquent fine cases, and serving more than 35 communities at absolutely no cost to the court. We have assumed caseloads as large as 16,000+ offenders (City Court of Atlanta) and we are genuinely vested in our communities. We coordinate and implement community service programs, increase our court's fine revenues, and continue to offer a contract that may be terminated at any time without cause. Professional Probation Services would be honored to add your court to our family of highly satisfied communities, and look forward to the opportunity.

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**PSA-Dewberry, Inc.****510**

Architects, Engineers and Planners  
401 S.W. Water Street, Suite 701  
Peoria, IL 616012  
Website: [www.psa-ae.com](http://www.psa-ae.com)  
Contact: Laura Linn; [linn.l@psa-ae.com](mailto:linn.l@psa-ae.com)

Celebrating our 50<sup>th</sup> anniversary this year, Phillips Swager Associates (PSA) is a full service architectural, engineering and planning firm that specializes in justice facility architecture. PSA works with local, state and federal court systems nationwide, and has received national recognition for courts planning and design. With a staff of over 150 people, the firm operates from offices in Dallas, Texas; Chicago, Peoria and Naperville, Illinois; and Washington, DC. Typical services include needs assessments, space planning studies, feasibility studies, architectural /engineering design, interiors, security and AV presentation technology specification.

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**S.A.S. OMNI COURT****204**

Box 3299  
Muscle Shoals, Alabama 35661  
Phone: (866) 828-8777  
Website: [www.southernautomated.com](http://www.southernautomated.com)

OMNI COURT designed utilizing Microsoft's latest development tools (.NET, SQL DB), and the expertise of Court Administrators/ Magistrates provides your Court with a user friendly, comprehensive, robust Case Management solution. Encompassing the needs of various levels of Court with OMNI COURT your agency can have a paperless court- IMAGING is part of the basic Management Solution. Also available is Jury Management, Web Services, Interfaces to RMS, IVR etc.

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**Softworks Solutions Incorporated****508**

220 East Madison Street #1212  
Tampa, FL 33602  
Phone: (813) 624-7540 / FAX (813) 221-4395

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**Tybera Development Group****606**

568 Technology Ave  
Orem, UT 84097  
Phone: (801) 226-2746  
Website: [www.tybera.com](http://www.tybera.com)

Tybera's eFlex allows attorneys to use MS/Word or WordPerfect to submit any filing type electronically. It is built on recommendations published by COSCA/NCSC, using the LegalXML/ECF-v1.1 proposal.

eFilings are secured for document integrity, long term evidence protection and authentication with optional support for digital signatures. All filing fees are automatically collected by the court. Clerk review procedures may be manual or automated.

eFlex supports auto-conversion to PDF and TIFF with the ability to apply court seals, digitized signatures, and date & time stamp, while attorneys receive digital receipts with the option of updating their CMS and DMS systems as well.

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**Tyler Technologies/The Software Group Division****513**

6500 International Parkway, Suite 2000  
Plano, TX 75093  
Phone: (972) 713-3770/ (972) 713-3777  
Website: <http://www.tylerworks.com>  
Contact: Chris Pearson, National Accounts, [chris.pearson@tylerworks.com](mailto:chris.pearson@tylerworks.com)

Since 1981, The Software Group has been providing technology solutions, service, and support to county government. Our success led to our acquisition in 1998 by Tyler Technologies, Inc., founded in 1966 and headquartered in Dallas.

By developing and marketing a wide range of software products and services for county governments, The Software Group has helped to make Tyler Technologies a major national provider of technology, software, data warehousing, and electronic document management systems and services for local governments and other enterprises.

We earn the trust of our clients by providing superior ongoing support and service, long after the installation is complete. As a result, close working relationships are established which keep us in tune with the changing needs of our clients.

Our latest solution is a Unified Case Management System called Odyssey. Odyssey is a state of the art web based solution built on today's technology. We took our 20 years of experience with our legacy CMS and created a new solution from the ground up. Please come by our booth and see what a Unified Case Management solution should look like.

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**VIQ Solutions Inc.****312&314**

100 Allstate Parkway, Suite 200

Markham, Ontario L3R 6H3

Phone (905) 948-8266 / Fax (905) 948-8276

Website: [www.viqsolutions.com](http://www.viqsolutions.com)Contact: Chris Verstraete, Marketing, [chrisv@viqsolutions.com](mailto:chrisv@viqsolutions.com)

VIQ Solutions Inc. is the leading provider of digital record workflow solutions for the court, legal and medical markets. VIQ provides a complete range of integrated services, including:

- Digital audio and video capture
- Workflow management software
- Transcription services
- Interactive electronic scheduling
- Case management integration

Our services allow courts to significantly reduce their cost per case while improving the quality of their services to judges, lawyers and the whole legal community.

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**Williams Sound Corp.****304**

10321 West 70th Street

Eden Prairie, MN 55344

Phone: (800) 328-6190

Website: [www.williamssound.com](http://www.williamssound.com)

Williams Sound has been manufacturing high quality hearing assistance/language interpretation systems for over 27 years. Our SoundPlus Infrared Listening Systems are widely recognized as the industry workhorse for hearing assistance and language interpretation applications in the courtroom and meet government ADA accessibility requirements for public hearing assistance. SoundPlus technology increases security - the infrared audio source doesn't pass through opaque walls, so the transmission can't be picked up outside of the courtroom. System packages, including portable and multi channel, come complete with all the necessary components for easy setup and installation. Our systems are backed by a FIVE YEAR warranty - the best in the business.

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**Wiznet, Inc.****507**

360 N. Congress Avenue

Delray Beach, FL 33445

Phone: (800) 228-6081

Website: [www.wiznet.com](http://www.wiznet.com)Contact: Robert Schott, [rschott@wiznet.com](mailto:rschott@wiznet.com)

Wiznet's E-File & Serve and Document Access Program allows courts to maximize their resources and enables attorneys to submit filings electronically to the Court in almost any format 24-hours a day via the Internet. With E-File & Serve, attorneys can access documents on-line and immediately E-Serve other parties in the case. Through our Document Access Program (DAP) attorneys also have online access to 100,000 live cases. Wiznet currently serves over 6,000 attorneys and processes an average 100,000 pages each month. Documents submitted through E-File & Serve can be directly integrated into existing Case Management Programs and transferred into DAP. Online submission reduces operational costs and creates opportunities for better customer service. E-File & Serve and DAP are advanced, easy to use applications available in the marketplace today.

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