



Case Track Management Solutions is a privately owned service company in New York City. Case Track assists landlords and law firms in managing tenant evictions in the five boroughs of New York City.

Customer challenge	Value proposition	Value imagined	Value realized
<p>The unique requirements of tenant laws in New York City can cause tenant evictions to be expensive and time consuming if not properly managed.</p>	<p>The processing of a tenant eviction for landlords and law firms in the NYC area can be managed through a custom designed process eliminating costly delays and unforeseen liability.</p>	<p>Create an application that allows for the management of eviction case events and effectively communicates issues and delays for quick resolution.</p>	<p>We developed a SQL server database application with a web-based front-end to document, manage and communicate information about tenant eviction cases to landlords and law firms. Today this system handles the routines processing of hundreds of open eviction cases each week.</p>
<p>The company charges customers a fee based on a price schedule for each type of service they provide. For competitiveness reasons each customer may have their own price schedule.</p>	<p>Each case has multiple “events” that carry a different charge depending on the status and outcome of the event. The system must calculate each charge based on the customer pricing and electronically create the billing detail in the accounting system for processing accounts receivable transactions.</p>	<p>Create a series of pricing and billing tables in the system that is easily maintained by customer. Create to process to evaluate “case events” based on the “event date” and electronically interface these billing transactions weekly to the accounting software.</p>	<p>Each week the accounts receivable clerk runs a process that automatically creates the billing detail for customer invoices in Quickbooks. The invoices are then printed and email directly to customers.</p>
<p>When tracking an eviction case there a many important documents and forms that must be submitted and monitored. Many of these documents are faxed to the company and must be electronically tracked and sometimes forwarded on to others for further processing.</p>	<p>The efficient and timely tracking of documents and forms is a critical part of the successful resolution of an eviction case on a timely and cost effective basis. Each form or document must be carefully reviewed and checked for errors or discrepancies that may cause delays in court proceedings or time sensitive waiting periods.</p>	<p>Create a document routing and workflow management system to effectively manage supporting information and forms for each case. Store the documents electronically as they are received and easily route the document for further processing using fax, email or other electronic means.</p>	<p>We created a system that monitors the faxes and emails for supporting documents and forms that come into the office each day. These documents flow into a queue that allows a designated user to code the electronic file to a case and event. Once coded the workflow routes the transaction to the appropriate user for further processing.</p>