

nCourt's Payment Processing Solution Integrates Seamlessly with Court's New CMS Solution



City of Reno
Municipal Court
Reno, NV



The Challenge

The City of Reno Municipal Court was already using nCourt's payment processing system successfully, but it needed a new case management system (CMS). The new CMS would need to integrate with nCourt, allowing the city to automatically record all payments, ensure payment completion, and help citizens avoid potential delays or additional penalties.

Court Operations Manager, Alexa Olsen, was considering Tyler Technologies for its CMS, which also offered their own payment processing system as an optional feature. However, Alexa recognized the inherent value of nCourt's Citizen Payment Center, a bilingual call center, providing information and phone payment support.

The Solution

Alexa decided to go with the combined solution of Tyler Technologies' CMS and nCourt's payment processing.

The process of integrating two unique applications with connected business processes may at first seem overly complicated, but with nCourt, the process was smooth and easy. nCourt has had a very successful track record of integration with dozens of case management companies, including Tyler Technologies.

nCourt had been processing electronic payments for Reno Municipal Court since 2009. In 2011, the court implemented Odyssey, Tyler Technologies' case management system. Alexa informed Tyler that they would be integrating with nCourt's payment processing system "because nCourt has always been responsive to our requests and they provide great customer service. nCourt's staff continues to provide new services at our request and I really like working with them."

Reno selected nCourt's Premium Solution, a unique payment service that supports two-way integration with any case management system. This distinct and highly dynamic service enables the court to automatically upload payment transactions in real time, improving speed and efficiency while significantly reducing the margin for error.

The Results

Upon completion of the integration phase, Court Administrator Cassandra Jackson and Judge William L. Gardner observed that the success of the integration was largely attributed to the persistence of court personnel combined with nCourt's professionalism, tenacity, and commitment to excellence. Although the process of integrating nCourt and Tyler required time and dedication, Alexa Olsen commented that "nCourt was the driving force in developing an integration partnership that would improve workflow and maximize court efficiency. Ever since the integration between Tyler and nCourt was completed, our court no longer processes manual payments, which saves us a tremendous amount of time."

Tyler and nCourt's successful integration for Reno Municipal Court demonstrates that any court utilizing Tyler's case management software can yield tremendous benefits from integrating with nCourt. Collectively, the two companies enhance court operations by simplifying the payment process, minimizing court workload and increasing revenue, all while offering a convenient service to the public. By working together, they deliver sophisticated technology and quality service to the courts and judicial communities they serve.