



Lydia Gardner

Clerk of the Circuit and County Courts
Orange County • Florida

Odyssey Case Maintenance System

We have rolled out our new Case Maintenance System in all divisions, which is transparent to customers but setting us on a firm foundation of cutting-edge 21st century technology. The system stores, tracks and retrieves information from a multi-million-record data base, allowing us to efficiently serve judges as well as our stakeholders, partners and customers. It also allows us to ably perform our duties as the Information Hub of the Justice System. **The system is now handling 100 percent of our cases. It has resulted in an overall 15 percent productivity improvement rate -- as high as 17 percent in at least one division – and workforce reduction of 24 FTEs. Our Probate/Mental Division is pulling 95 percent fewer paper files than before the implementation.** What are other advantages of the Odyssey system?

- Documents are imaged at the beginning of the process – the same day documents are received.
- Docketing is more efficient because it is done from the image rather than laboriously moving paper through the divisions.
- Documents are available electronically much more quickly, which is a big help to judges.

We thank our Technology Advisory Group, which was led by then Central Florida Bank of America President Ed Timberlake and included some of the best computer and business minds at Walt Disney World, University of Central Florida, Darden Restaurants, Orange County and other area businesses and agencies. Their study and input helped lead us to the right solution to provide us with the best possible Case Maintenance System. **Savings to the organization: more than \$1 million.**