



Revolutionizing Justice: A state judicial court system embarks on a monumental digital overhaul across 100 courthouses, advancing remote hearings and seamless paperless e-filing

The shift to remote court hearings has become a permanent fixture of U.S. court systems due to the enhanced convenience and accessibility they provide. Surveys also indicate strong support from the public and court staff for the continued use of virtual hearing options.

Remote hearings are here to stay, which means that court systems across the country will need to invest in their infrastructure to handle more of their business virtually. Windstream Enterprise recently partnered with a state judicial court system to do just that.

At a glance

Industry

State government

Customer

~100 courthouses

Challenges

Outdated IT infrastructure

Substandard cybersecurity

Lack of visibility and co-management capabilities

Solutions

SD-WAN

Managed Network Security

Secure WiFi

Cloud Managed Switches

Professional Services

WE Connect Portal

Results

Reliable and resilient connectivity

Visibility and centralized co-management

Reduced outages

Increased security

Stronger network performance

This state judicial court system's previous MPLS network lacked the bandwidth and resiliency to support this new era of transformation. The MPLS network experienced frequent downtime as it operated on a single-access connection without a failover process. The network was too slow in retrieving videos from the data center when they were needed during trials.

The court's legacy network also wasn't reliable enough to meet the objective of conducting virtual trials. The MPLS network provided minimal visibility or control capabilities. Justice may be blind, but running a network should never be done with the IT team blindfolded and with their hands tied.

Windstream Enterprise replaced the MPLS network with a Software-Defined Wide Area Network (SD-WAN) solution at all locations and provided a broadband connection to complement the primary ethernet connection in an active/active configuration. The new setup is access-agnostic and enables the client the flexibility to keep their primary ethernet connections, which were provided under a separate contract.

The Windstream Enterprise solution includes WE Connect, which provides visibility and the control to manage the SD-WAN, Network Security, WiFi and voice services. State court personnel use it regularly for ticketing, order tracking and invoicing. This was a key motivator in making the decision to move to a new network.

“Implementing any change in a government environment is challenging, especially when involving technology. Windstream Enterprise has proven to be a trusted partner and our project planning and implementation collaboration has been tightly integrated.”

CIO, State Judicial Courts

Windstream Enterprise also provides Dynamic IP trunking for the voice traffic that runs over the network, so sound quality is highly dependent on the network performance.

The state court network now runs at peak performance without outages or delays. They are able to operate fully remotely as necessary and protect accused defendants' sixth amendment right to a speedy trial.

Voice quality and reliability have improved, enhancing the experience for all end users at the courthouses.

Securing sensitive information

Before this new upgrade, most courthouses in the system lacked secure WiFi networks, prohibiting attorneys from accessing case files during trials to support both the state and defendants.

Windstream Enterprise deployed premises-based Managed Network Security at all locations to protect the sensitive network and WiFi data with new firewalls. The state court system's internet traffic no longer needs to be sent to the data center firewall, which reduces network congestion and improves network performance.

The upgrades mean that attorneys have secure, speedy access to data and files when presenting their cases.

Increased control at all locations

Secure WiFi and Cloud Managed Switches were provided at all court locations. The Windstream Enterprise Professional Services team conducted the on-site surveys and heat mapping to design the optimal placements of WiFi devices. They also completed the installation and cabling for all the state courthouses, as well as performed testing and certifications as required by law.

The state court system now has rock-solid network connectivity and security, and they are positioned to deliver on their objective to create a fully paperless e-filing environment and to better support virtual hearings.

Windstream Enterprise provided ongoing consultation to help this customer create a roadmap for their digital transformation. The court system chose Windstream Enterprise as a trusted partner based on the dedicated collaboration and communication that Windstream Enterprise provided throughout the planning process. This included a Proof of Concept that uncovered unexpected authentication issues that the Windstream Enterprise team helped the courts to resolve.

The Windstream Enterprise Cybersecurity Operations Center team obtained Criminal Justice Information Services (CJIS) compliance to support ongoing network and security management.

Managed cloud connectivity, communications and security—guaranteed.

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