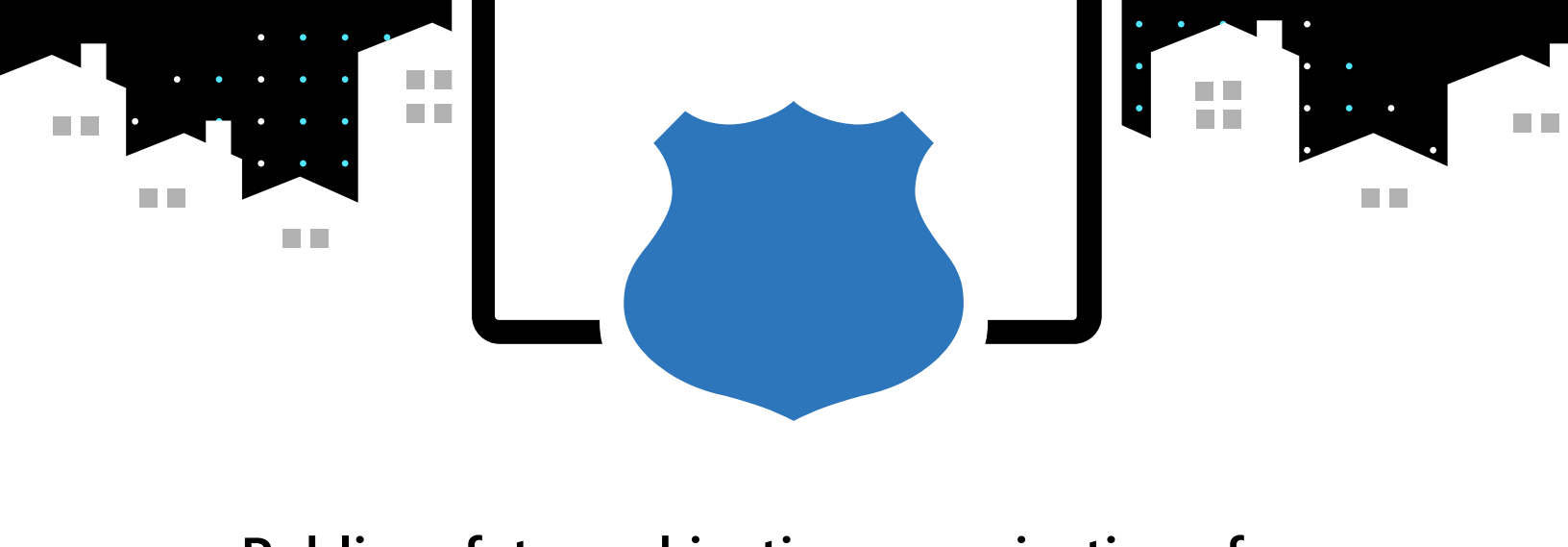


Transforming public safety and justice

Using digital transformation to improve safety for the community



Public safety and justice organizations face numerous challenges that motivate the need for digital transformation

Fragmented criminal justice data. Reductions in operational funds. Reliance on paper documents that limit the ability to identify trends across data points. The need to digitize more legal procedures for increased accessibility. Virtual services excluding non-native speakers, as well as those without internet and those with disabilities. Community expectations for the latest tech. First responders who need tech with a holistic view so they can ensure proper responses. Transformation that needs to remain confidential, secure, and compliant.

Residents and public safety and justice agencies have concerns when there's a lack of digital transformation

74%

of citizens globally believe technology can help emergency services be more productive and efficient.¹

68%

of the global population says the pandemic has increased the need for public safety technology.¹

33%

of legal professionals saw their case backlogs increase by **more than 5%** between June 2020 and June 2021.²

23%

of legal professionals believe virtual hearings have decreased justice, **with 52% of them** citing a lack of internet as the reason.²

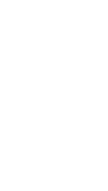
Updating systems helps public safety and justice organizations ensure that they have the resources and processes to provide appropriate, timely service while protecting the public



Digitizing operations modernizes legal proceedings, improving transparency and public access.

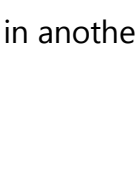


Streamlining trials through an ecosystem of products allows for easy sharing of information among public safety and justice agencies.



Employing cloud technology—where information can be stored, processed, and accessed by public safety and justice organizations — leads to a safe, compliant environment for securing sensitive data.

Digital transformation has made things easier for public safety and justice agencies



In the European Union, digital transformation has simplified investigations in the nearly **85% of cases** that require electronic evidence and in the **2/3 of investigations** that require evidence from online service providers in another country.³



In the US state of Arizona, civil courts in June 2020 saw an **8% year-over-year drop** in the rate of automatic judgments, suggesting defendants were participating in a greater number of virtual proceedings.⁴



In São Paulo, Brazil, digital processes have reduced the time it once took to physically store and retrieve files **by 70%**.⁵

How the Dominican Republic used digital transformation to improve virtual processes

The Dominican Republic's judicial branch deployed Microsoft Teams to execute virtual hearings and legal processes across more than 600 offices. The judicial branch has increased its efficiency and speed, using solutions built on Microsoft Azure and Microsoft Power Platform to truly transform services for its citizens.



“As a state institution, we’re betting on the hybrid cloud to integrate security, computing, and storage services with Azure. We’re convinced that digitization can become a key element in resolving legal conflicts.”

—**Welvis Beltrán Matos**

Director of Information and Communication Technology, Judicial Branch, Dominican Republic

Due to COVID-19, the Dominican Republic's judicial branch was faced with the need to enable virtual services. With the help of Microsoft, the judicial branch implemented a three-pronged attack.

1

First, over 3,000 judicial servants were trained on the use of Office 365 in the context of judicial operations. This simplified remote work, which led to greater productivity and speed.

2

Second, Microsoft Azure was used to store sensitive data securely in the cloud. This allowed for administrative services like consultations, disciplinary actions, and rulings to take place without the risk of exposing private information.

3

Third, Microsoft SQL Server and Power BI were implemented to develop business intelligence reports. After this, information generated by different judiciary processes could be organized in a digestible way and visualized easily through dashboards

All these digitization projects were done simultaneously to maximize efficiency.

[See how the Dominican Republic's judiciary branch, with Microsoft's support, became a benchmark of digital transformation for the Latin American justice sector >](#)

Transform public safety and justice with Microsoft's product ecosystem



Microsoft Azure Active Directory

Protect your data and credentials.

[Learn more >](#)



Microsoft Azure Communication Services

Expand your communication capabilities.

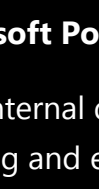
[Learn more >](#)



Microsoft Azure Cognitive Services

Make smarter decisions faster.

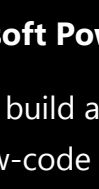
[Learn more >](#)



Microsoft Teams

Meet, chat, share, and collaborate in one place.

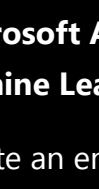
[Learn more >](#)



Microsoft Surface

Use the right device for your mission.

[Learn more >](#)



Microsoft Dynamics 365 Customer Service

Unlock end-to-end lifecycle applications.

[Learn more >](#)



Microsoft Power BI

Assist internal decision making and enable performance reporting.

[Learn more >](#)



Microsoft Power Apps

Quickly build and deploy low-code apps.

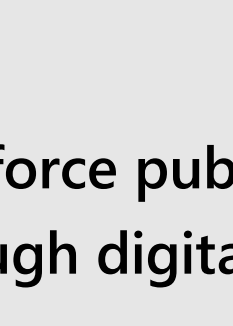
[Learn more >](#)



Microsoft Azure Machine Learning

Accelerate an end-to-end machine learning cycle.

[Learn more >](#)



Microsoft supports public safety and justice organizations worldwide by driving digital transformation to help them enhance their services, influence positive societal change, and promote the wellbeing of people and communities.

[Learn more on the Microsoft for Public Safety and Justice website](#)

¹ Motorola Solutions and Goldsmiths, University of London, *Consensus for Change: Transforming Safety Through Technology*, 2021
² Thomson Reuters, *The Impacts of the COVID-19 Pandemic on State & Local Courts Study*, 2021.
³ Natasha Bertaud, "Security Union Commission Receives Mandate to Start Negotiating International Rules for Obtaining Electronic Evidence," European Commission, June 6, 2019.
⁴ Erika Rickard, "How Courts Embraced Technology, Met the Pandemic Challenge, and Revolutionized Their Operations," Pew, December 1, 2021.
⁵ Microsoft, "State Court of Justice of Sao Paulo's Digital Transformation Serves Citizens up to 70% Faster," May 24, 2019.