



Better Connections to Serve Citizens



Robert Adelardi De Diego,
General Court of Justice

"The main surprise was the ease with which the project rolled out. When we get out to the remote courthouses on the island, they tell us how easy it was to adapt to using the Wyse

Winterm thin clients."

Robert Adelardi De Diego
Chief Information Officer
Puerto Rico Administrative
Office of the Courts
General Court of Justice

(pictured)

General Court of Justice, San Juan, Puerto Rico

In Puerto Rico, the General Court of Justice (Tribunales) handles 400,000 cases each year in 70 courthouses distributed across the island. To reduce response time and improve every citizen's experience with the justice system, Tribunales streamlined and standardized computing and communications systems across the organization. They chose Wyse® Winterm™ thin clients to provide low-cost, low-maintenance access to existing mainframe systems as well as the latest email and productivity software applications.

Move Forward Without Leaving Data Behind

The IT group at Tribunales saw the value of providing its 4,500 employees with access to email and the Internet, but the existing technology system consisted of dumb terminals connected through proprietary wiring to an aging mainframe. They did not want to install and maintain two systems: a dumb terminal for access to the mainframe and a PC for Microsoft® Windows®-based applications. If they opted for just PCs, the IT department would have to purchase and install a new case management system, costing millions of dollars.

"We needed a system to deliver information day-in and day-out that did not require a lot of maintenance on our side," said Robert Adelardi De Diego, CIO, Puerto Rico Administrative Office of the Courts. Technology professionals in Puerto Rico command a high salary and Adelardi needed to keep support costs low as they rolled out the new technology.

A Better Solution: Wyse Winterm Terminals

Working with Wyse Authorized Reseller Rock Solid Technologies, Adelardi's team implemented the new system at the main courthouse in San Juan and then began a roll-out to regional courthouses throughout the island. They began by installing new cabling for

Solution Architecture

- Wyse® Winterm™ thin clients
- User Applications:
 - Terminal emulation, Microsoft® Office Suite, Internet Explorer
- Servers
 - Windows® 2000 Terminal Services Edition

high speed Ethernet access, and then substituted dumb terminals with more functional, Windows CE-based Winterm terminals.

The powerful Winterm terminals have a built-in basic browser to access web-based applications without adding to the burden of servers, and they support legacy dumb terminal emulation. Each site has a Windows 2000 application server to run additional productivity applications and connection controllers to access the mainframe and additional servers in San Juan.

Adelardi and his team know that the system is secure and reliable. When they perform updates or upgrades directly on the servers, the changes are immediately available to all thin clients on the system. All data resides on secure servers and only screen images and keyboard commands travel the network, protecting case information from unauthorized downloads or removal to a floppy disk. The small IT staff focuses on improving the system rather than on hands-on maintenance.

"The Information Technology Office recognized the reduction in Total Cost of Ownership (TCO) that a flexible thin-client solution would bring to the agency," said Angel L. Perez, general manager of Rock Solid Technologies. "Wyse Winterm thin clients offered Tribunales the greatest benefit for administrative office support as well as other high-level positions within the court system."

Better Tools, Better Service

The compatibility of the new devices with the existing mainframe system enables Tribunales to bring courthouses online with new tools while maintaining familiar systems.

"When we get out to the remote courthouses on the island, they tell us how easy it was to adapt to using the Wyse Winterm thin clients and the new changes," said Adelardi.

"During the first weeks, it's awkward, because they have to learn to use Windows. Once they get used to it, they start utilizing the advantages to better serve our citizens."



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