



LEADING VOICES – VIRTUALLY TRANSFORMING THE JUSTICE SYSTEM

VIDEO TRANSCRIPT

James [00:00:04] Hello, and thanks for joining us today. My name is James Slessor and I'm a managing director at Accenture and lead our global public safety practice. I'm really pleased to be joined by my friend and colleague Kirk Arthur, who leads a worldwide public safety and justice at Microsoft. So Kirk and I would like to turn our focus to something that we both feel really passionate about, and that's how technology, along with culture and process, can really change and transform the justice system whenever somebody engages with the justice system. It's probably one of the most stressful things that they'll ever do. And therefore, anything that can be done to make the process more seamless and more citizen friendly is going to be a positive thing.

Kirk [00:00:49] It's really been impressive to see where technology does have a role to play when we think about citizens and other stakeholders using court systems and really how that process over really the last 100 years hasn't changed much. We've seen a dramatic acceleration, even pre pandemic court, to look at opportunities for online dispute resolution. Other things that were citizens wouldn't have to actually come to a physical building. The actually access things 24/7, 365 on a device in the time of their choosing.

James [00:01:19] The ability to bring together different parties, whether that's the police, defense, prosecution witnesses or even other individuals such as translators, it's helped them deliver financial savings, is helped deliver swift justice outcomes. And critically, it's given a better experience for both citizens and court stop.

Kirk [00:01:41] There's only so many courtrooms out there. So there's a great opportunity for technology to really enhance and enable that piece of that. Unfortunately, the financial toll that the pandemic has taken has created an enormous backlog that we do think that modern technology, the solutions that Accenture and Microsoft are delivering through video enabled justice, that's a great showcase, an opportunity for courts to work through that in an expeditious manner.

James [00:02:08] And we can see technology having a huge impact, whether that's on digital case files, whether that's on video and a justice of the hearings, activities such as scheduling and listing and even using technology to help solve really difficult problems such as disclosure, but importantly bringing all of these solutions together on the one platform to deliver that end to end experience.



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Kirk [00:02:33] You know, living through those inefficiencies, when we do think about courts, you know, for me anyway, I tend to default to think about criminal court. But there's civil court, there's family court and commercial court. If I want to start a business, you know that process, I shouldn't have to take time out of my day to go fight traffic, to go to the courthouse and do that. I should be able to do all this filing and workloads, procedural stuff online.

James [00:02:56] It COVID was the catalyst for change, I think we're really starting to think and see justice agencies think differently and they're wanting to invest in the longer term. And I think with companies like Accenture and Microsoft coming together and providing more of a platform based approach, it's supporting that new thinking.

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