

# Link Development Digitalizes Egypt's Ministry of Justice, Economic Courts, with Microsoft Dynamics 365



Improving the lives of people is at the heart of Egypt's 2030 strategy. Attracting local and foreign investments is a critical step in the way. Tasked to do both, and driven by "Digital Egypt" vision, Egypt's Ministry of Justice's (MOJ), Economic Courts (EC), has opted for a full digitalization leap. In cooperation with MCIT (Ministry of Communications and Information Technology) and Microsoft, Link Development has fully transformed their judiciary processes and services by building a robust Dynamics 365 based digital platform that provides access to trusted, accelerated justice for all.

Customer	Ministry of Justice, Economic Courts
Industry	Government
Country	Egypt
Technology	Dynamics 365

## Egypt's Economic Courts: Safeguarding the Nation's Economy

Established in 2008, and composed of eight courts distributed across the country, Egypt's MOJ's Economic Courts, (EC) are specialized ones responsible for investigating economic and commercial disputes. These courts have jurisdiction over criminal proceedings stemming from investment operations, bankruptcy crimes, capital market law, banking transactions and more.

## From Traditional to Digital Justice: A Must-Have Leap!

Entrusted with serving citizens and safeguarding local and foreign investments in Egypt, and in alignment with national directives to create a "Digital Egypt", the EEC was challenged to maintain a highly functioning judicial system in a such a fast paced, dynamic economy.

Traditional operations relying on paper-based work and semi-digital systems have posed immense difficulties for judges, lawyers and court staff. Overloaded and overworked with cases, they were challenged to their jobs efficiently and on time.

Courthouses have been jammed with repeat visits by lawyers, plaintiffs, defenders and judicial persons waiting in long queues for their turn in case hearings with a buildup of caselogs. Social distancing was practically impossible.

Adding the cost of police transportation of convicts and the accused, the EEC has become an extremely busy and costly-to-organize environment.

With recent focus on investments, the pressure has automatically amplified. The need to accelerate the judiciary pace and make the investment landscape attractive for investors has become more critical than ever.

*"Automating Egypt's Economic Courts is part of the government's digitalization strategy to create a more productive and transparent justice system that citizens and investors can rely on. We are very impressed with Link Development for facilitating our digital transformation."*

- Counselor Ahmed Khairy, Assistant Minister of Justice, Egypt Economic Courts

# Egypt's First Digital Justice Platform

In cooperation with MCIT and Microsoft, and in recognition of Link Development's track record with government customers and expertise in Microsoft Dynamics 365, the EEC relied on Link Development to reshape their digital strategy and implement the first digital justice platform in Egypt using D365.

## Ascending the Digital Transformation Journey

Following close collaboration, analysis and planning, Link Development captured the requirements of all levels of the judiciary including circuits, courts, judges.

In few months, their complex and interlaced businesses processes, workflows, hierarchies, relationships and services were modernized and digitally articulated in the form of a powerful backend, a public-facing e-Service portal and a number of rich features.

## Process Automation: Inside-Out Modernization

The platform is built on an intelligent backend that automates and integrates end-to-end judiciary processes and services, including legal case filing, assignment, scheduling, distribution, transfers, and more. Through the backend, EEC can easily roll-out new e-services.

## Legal Case Management: Digitalizing the Lifecycle

To help in reducing case queues and streamlining case flow from initiation to processing till sealing, all case stages are digitalized. This includes creating new cases, fast-tracking cases, assigning cases to judges, routing cases to the right personnel, as well as adding case costs, findings, dispositions, orders, sentence and more to the case flow.

## eService Portal: Access for All

Through an online portal - and from any device and any place - citizens, lawyers, and others can register, e-file new cases, follow up on cases' progress, set appointments, receive judges' decisions, make e-payments, submit complaints and more.

## Court Fees: Efficient Calculation and ePayment

The platform calculates cumulative court fees, fines, waivers and others. People can pay in cash at court's front desks or online through integration with their payment gateway.

## The Benefits:

- High-performance, modernized judiciary system
- Reducing caselogs and caseload
- Accelerated justice delivery
- Streamlined justice processes
- Improved justice access for all
- Increased trust from local and foreign investors
- Happier, well-informed people
- More productive judges and staff
- Reduced costs with paperless processes
- Organizing physical visits to courthouses
- Facilitating social distancing
- Ease to roll-out new eServices
- Easier performance monitoring
- A window to rise in the World Bank Index

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We believe that Egypt Economic Courts' Digital Justice Platform is a turning point in the digital transformation of the Egyptian Government; a critical foundation that can enable the infusion of automation inside all facets of the judiciary system as planned in Egypt's 2030 vision.

We, at Microsoft Egypt, are committed to work with our partners, such as Link Development, to achieve more success stories in driving the government's digital change.

– *Mirna Aref, General Manager, Microsoft Egypt*

## Analytics: 360 Monitoring and Control

The platform provides dashboards and reports to monitor and drill down case activities. Configuring new reports and dashboards is easy and authorized users can segment case reports by case type, date, geography, cost, status and more.

## Case Alerts: Happy and Informed Stakeholders

Alerts, such as emails, sms, and notifications, are easily configured to be sent to judges, personnel, lawyers, and plaintiffs, on mobile and web, throughout the case lifecycle.

## Workspaces: A Go-to Destination

Every registrant in the system has a secure workspace where they can access personal profiles, complete records for filed cases, hearing schedules, document attachments and more.

## Caseload Scheduling: Fairness and Transparency

The platform enables sending automated, random, and manual assignments of a case or a court hearing in accordance with the judicial calendar and rules.

## Electronic Signature: Accelerating Productivity

By integrating with EEC's eSignature, the digital justice platform enables a secure progress of legal cases and a significant reduction in paper consumption

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Automating Egypt's Economic Courts is part of the government's digitalization strategy to create a more productive and transparent justice system that citizens and investors can rely on.

It's a national project driven by the directives of his excellency Abd El Fatah Sisi's to realize Egypt 2030 vision.

We are happy with the measurable performance improvements delivered by the digital justice platform since its launch.

We are very impressed with Link Development for facilitating our digital transformation.

– *Counselor Ahmed Khairy,  
Assistant Minister of Justice,  
Egypt Economic Courts*

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## Technologies

- Dynamics 365
- Exchange/Active Directory
- SQL Server