

# Customer Success Story



## Accessing Client Case Management System Offline

The CCMS solution provides for a secure and robust cloud-based legal case management solution residing on a cloud-based platform maintained and supported by Salesforce. The cloud-based architecture will allow the County to develop and deploy the solution rapidly and scale conveniently to meet future needs. This information also needs to be available offline. Pulsar makes this easy.

## Access to Custom Objects

At any given time, the defenders need to access case details, conflicts of interests and other objects related to the client they are representing. All of these are defined as Salesforce custom objects and are exposed within Pulsar in a user friendly manner.

## Custom UI / Buttons

The review process requires custom UI and workflows to collect information and dynamically launch screens based on the type of case they are working with. It was also highly important for this UI to be mobile friendly. All of this functionality is delivered using custom embedded JavaScript/HTML screens within Pulsar.

## Description

In the United States, a public defender is an attorney-at-law appointed by the courts and provided by the state or federal governments to represent and advise those who cannot afford to hire a private attorney. Public defenders are full time attorneys employed by the state or federal governments. The public defender program is one of several types of criminal legal aid in the United States.



Industry

**County Government**



Size

**Large**



Customer Since

**2017**