

# CaseLoad

## Minnesota Bureau of Mediation Services Goes Live with myCaseLoad

**TORONTO – July 5, 2015** – The Minnesota Bureau of Mediation Services (MNBMS) awarded a contract for their new case management system to CaseLoad Software in November of 2014. The goal was to have a fully configured custom myCaseLoad implementation up and running before July of 2015. CaseLoad Software’s Clients Services team and the MNBMS team worked together and were able to meet that goal. MNBMS went live June 29<sup>th</sup> 2015. MNBMS will use myCaseLoad to help process petitions and resolve disputes in a timely manner.

The mission of the Minnesota Bureau of Mediation Services is to promote stable and constructive labor-management relations and the use of alternative dispute resolution and collaborative processes in areas other than labor-management. As independent state agency MNBMS perform four primary functions: conciliation/mediation, arbitration, bargaining unit determinations, and bargaining unit certification elections. Enactment of the Public Employment Labor Relations Act of 1971 (PELRA) and its subsequent amendments have substantially expanded the functions of the BMS.

Offering a powerful and comprehensive web-based platform for managing cases within an intuitive, user-friendly interface, CaseLoad delivers the MNBMS the following benefits:

- A highly configurable web application allowing MNBMS administrators to organize and manage user settings and permissions.
- A robust Workflow engine to incorporate MNBMS business rules, enforce legislative and best-practice guidelines, assign tasks, calculate due dates, update case status, generate documents and provide alerts.
- MNBMS resource management is optimized through myCaseLoad centralized resource scheduling and calendaring. myCaseLoad provides flexible scheduling of cases or sessions with daily, weekly and monthly views of scheduled events and resources.
- A central comprehensive database as a single source of information. Using myCaseLoad’s powerful reporting tools MNBMS management can monitor performance, identify bottlenecks and make informed managerial decisions.

*Josh Tilsen, Commissioner for Minnesota Bureau of Mediation Services explained “The Bureau is a small state agency with specialized needs and a tiny budget. The myCaseLoad team worked with us to control the scope of our project and bring us a solution that met our needs on time and within budget. So far, MNBMS has found that the standard features and customizations meet our business needs and have the flexibility to meet future needs as they arise and funds become available.”*

*“CaseLoad has been focused on helping appellate agencies for over 20 years.” said Darryl Evans, President of CaseLoad Software. “myCaseLoad provides the Minnesota Bureau of Mediation Services team with a proven technology to manage their cases. As a result they can increase efficiencies within their business processes and better gather, consolidate, and share information.”*

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## **About CaseLoad Software**

CaseLoad develops software that helps Appellate Justice Agencies process their cases more efficiently while improving accuracy of information and reporting.

Located in Toronto, Canada and deliver solutions throughout North America and the rest of the world. Our vision is to provide our customers with the most reliable, customizable, and complete case management solution on the market.

Since its inception in 1994, CaseLoad has been solely dedicated to justice agencies. The richness and functionality of our software is the direct result of over 20 years of experience within the justice community, as well as drawing on input and feedback from our clients.

Please visit [www.caseload.com](http://www.caseload.com) to find out more