



## About the organization

Department of Justice and Home Affairs is Zurich state department which plays a vital role in managing law and order administration and promoting safety and security. One of the core tasks of the organization is prosecution and enforcement of sentences and measures. Criminal law represents the biggest branch within the Department. It includes the prosecution of criminal offences committed by minors or adult perpetrators. The department accounts for more than 1800 employees in four offices, three special offices and five services.

## Problem

One of the main challenges of the Department has been transportation of the prisoners and witnesses to the court appearances. With significant costs in leasing vehicles, staff overtime and fuel, the department spent a lot of money and time per hearing depending on the location of the court and the inmate transported. Additionally, inmate transportation for court appearances and parole hearings has been a potentially dangerous situation for guards, court personnel, and the inmates.



## Solution

To solve these problems, the Department required to deploy a secure video conferencing network to equip prisons and courtrooms with stable video conferencing. One of the top priorities of the organization has been to ensure full data encryption to prevent unauthorized access to sensitive information.

Additionally, the department needed a solution which could operate in private network without Internet connection and automatically record all video sessions for further reference. TrueConf Server has become a perfect on-premises solution for the Department, as it managed to meet their diverse needs.

The Department video conferencing network now operates 45 user accounts. Employees witness that TrueConf Server has proven to be a great choice for government organizations as it provides full integration with Active Directory and is fully compatible with SIP/H.323 devices.

**Country:**  
Switzerland

**Field:**  
Government

**Employees:**  
1800

**Implementation:**  
2017

<https://ji.zh.ch>



Additionally, there is no need to provide staff trainings and educate employees on how to operate video conferencing system, as TrueConf Server is extremely easy to configure and administer. Department of Justice and Home Affairs equipped existing meeting spaces with Windows PCs with installed TrueConf for Windows application, webcams and speakerphones.



“TrueConf is very easy to install and configure according to the needs of our organization. Seamless integration with Active Directory groups has also been a great asset for us”

— Giovanni Minasi, IT System Engineer

## Results



With limited resources and judges short on time, Zurich legal professionals and court officials are embracing video conferencing for all stages of the legal process. TrueConf Server has been proven to be an efficient way to increase workload capacity, reduce legal related costs and improve security. With TrueConf, officers are spending less time on inmate security and transport to focus more on their primary job functions, while multiple inmates from multiple locations can be connected without the need for extra holding cells in the courtrooms.

Department of Justice and Home Affairs currently employs video conferencing to meet the following goals:

- Run video hearings and proceedings;
- Provide consultations with remote experts;
- Allow remote witness testimony;
- Increase safety and cut travel costs.

TrueConf provides legal professionals with an unlimited amount of options for running video hearings inside and outside the courtroom doors. In future, traditional court court proceedings may drastically change with the help of video conferencing technology.