

## **Denkh Reporter**

Case Study  
Amduus Information Works, Inc.

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## **The Organization**

The organization mentioned within is a court system in a major California metropolitan area. The organization processes approximately 24,000 cases a year in 14 different court buildings with 99 different departments. It services over 50,000 litigants per year.

## **The Needs of the Organization**

The cases are processed by over 400 potential users, those users being Judges, Court Clerks, and other administrative personnel.

The users are geographically dispersed across the metropolitan area. All the users need to get to the same data. They needed to be able to retrieve it in real time.

In the past, this was achieved by using Query/Results on a main Solaris based computer the users accessed via X-Windows. The version of Progress was due for an upgrade because it had fallen off the supported list, and new features for the database and client were desired.

The organization desired to take the existing application from Version 7 X-Windows to Version 9 X-Windows. They were disappointed to find they would need to go to a more remote client. This would mean additional work on part of the PC specialists supporting the organization. They decided to take the application to Version 9 GUI on Windows.

Also they found that the licensing costs for upgrading Query/Results was prohibitive due to the number of expected users. Current licenses were for 50 concurrent users. Ramping up the system meant that nearly 400 users would be using the reporting system.

An inexpensive and easier to maintain solution needed to be found for over 600 existing reports that were the core of case scheduling, notice printing, information sharing to the public, and smooth operation of the court.

## **How Denkh Reporter Meshed with the Organization**

With the system upgrade, came an upgrade to new PC computers with the Windows 2000 OS. As a part of this OS is the Internet Explorer web browser. It was recognized that no additional software configuration work would be required on the PC if the reporting system was accessed via a web browser.

The existing reports were ported into the Denkh HTML Reporter. This was done via customized program that converted report information stored in the database into the data structures used by

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Denkh HTML Reporter. Many of the reports did need touching up, as functions such as totaling and counting are performed differently in Denkh than in the original reporting tool. The basic query and column headings came into Denkh easily once they were figured out.

Denkh also needed to be customized to handle the notices needed by the court. There were different types of events for the notices, and this information was encoded in the database in an awkward way for a single query to work out.

### **The Technical Details**

The database contains nearly 5GB of records. Over a quarter of a million cases are stored in a system of 100 tables.

The database engine is Progress based. As of this writing, it is version 9.

The database resided on a Solaris based host using Sparc based hardware.

The Webspeed transaction server used for development resided on a Linux based host using Intel based hardware. The web server used is Apache, the OS distribution is Red Hat. The production system will be on Solaris.

Client browsers ran on Linux (Mozilla) and Windows 2000 based OS's (Internet Explorer) on Intel based hardware.

Portions of the network were 100Mbit, (fast Ethernet) other portions were 10Mbit (Ethernet.) There were nine relevant subnet's within the organization's network.

### **About Amduus Information Works, Inc.**

Amduus Information Works, Inc. works with organizations to implement web based solutions on UNIX platforms. Industries include manufacturing, service, and government.

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