A major factor in i2's ongoing success has been maintaining a strong development team, whose activities range from full scale application development through to customisation projects. Over the last 5 years we have noticed an increasing demand from clients for development that provides a unique business advantage. Whilst clients use a set of core applications, our i2 Development clients seek to differentiate to achieve both business and operational advantage.

The i2 Solutions Development team is skilled in the latest Microsoft technologies and methodologies including:

- Microsoft's .Net environment
- Web Tools
- Database – Microsoft SQL
- Interwoven Certified Developers

The Solutions Development team have delivered solutions built from the ground up, i2's CRAMS Court way finding system is an example of our "end to end" development capability.

i2 Solutions Development - turning ideas into reality

i2 Court Systems

i2 has evolved a strong presence in Court services and software products through Interform a wholly owned subsidiary of i2.

County Court of Victoria - Melbourne

Interform provides all IT support services for the Courts 350 staff and judges and is responsible for the designed and implemented the Courts Network infrastructure. The Court also operates i2's CRAMS way finding system which directs court attendees to the courtroom their case is being heard, utilising large graphical displays and an interactive touch screen kiosks. Critical energy savings are achieved through the interface to the building management system (BMS). CRAMS knows which court rooms are in use for the day and instructs the BMS to ramp up air conditioning and lighting only to the active courtrooms.

District Court and Magistrate Court - Perth

Both courts use Interform's CRAMS system for way finding. The District Court was commissioned in May 2008 and uses the latest capabilities of CRAMS including:

- Web service based interactive interface to the courts listing system
- Interactive "in court" module which tracks and displays case progress

CRAMS is deployed from a central database over both courts with a total of 90 displays and interactive kiosks in the two buildings.

i2 Court Systems - supporting justice through technology

Building Business Benefits

The i2 history

i2 Management Pty Ltd is a 100% owned and managed Australian company specialising in the delivery of IT products and IT professional services. Originally established in 1990, operating as Interlegal Pty Ltd, servicing the IT legal market; the i2 branding was introduced in 2009 to reflect the broader market penetration that the company now enjoys. i2 now provides services to a diversified range of businesses including accounting, finance, superannuation, corporate and government organisations.

The common characteristic our clients share is, they are knowledge centric, and are seeking IT networks and application solutions which are specific to their needs. For some clients we deliver all their IT requirements; for others we provide components of the firms overall solution.

i2 is committed to delivering quality outcomes to enable our clients to focus on their business, rather than being anxious about the functionality, reliability and security of their IT systems.

The i2 approach

i2 understands that as a client you have choice.

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For i2 to be successful, we must maintain a reputation, which builds ongoing business and new opportunities. We are motivated and focused on maintaining our successful track record and enhancing our reputation of excellence and innovation.
Only by consistently achieving this objective will we retain you as a client and generate growth for our business.

Commercially, we believe it is critical to our clients, that we deliver competitive high value outcomes. Our philosophy is to focus on creating a mutually beneficial business relationship.

If you are an i2 client then the products and services we provide must deliver greater value than you could have achieved yourself.

i2 Skills Overview

i2 has evolved a set of skills which reflect the needs of our clients. These skills are specific to organisations where knowledge is a major asset and critical to their daily operation. We maintain a watching brief on the IT scene and review new entrants to establish their potential to benefit our clients. The i2 team boasts an impressive range of capabilities.

A reliable, efficient and secure network is the bedrock of an organisations information system. Effective delivery of applications depends on the how well the network operates for end users.

Our network management team specialises in helping SMEs improve their IT infrastructure and quality of support in order to make their staff more effective and secure. For some smaller organisations we relieve them from the burden of having full time costly and sometimes inefficient IT departments. For other organisations we augment their internal resources for projects or provide expertise they do not possess internally.

i2 Network Management clients have access to:

- Business grade IT support with guaranteed response time
- Expert technology advice
- Security consulting and solutions
- Email management
- IT infrastructure design, acquisition and implementation
- Disaster recovery regimes
- Understandable and friendly customer service

i2 Network Management has an experienced team of certified engineers who will ensure your network performs to the highest standards. From design through implementation and support, i2 Network Management will be there every step of the way.

i2 Network Management - delivering networks that work

The i2 Service Desk provides a defined level of outsourced support to your firm, which will support your network, an agreed list of applications and will also manage the support of applications provided by third parties. The Service Desk delivers all the capability of an internal IT help desk, the difference is Service Desk never gets sick or resigns.

The i2 focus in establishing a Service Desk solution for your firm is:

- A business model which delivers clarity and simplicity.
- Based on a partnership approach
- Able to change and absorb risk
- Creates the right balance, making it easy to exit the arrangement
- Straightforward pricing model
- Flexibility in the delivery approach.

i2's Service Desk - Puts your firm on the IT "front foot"

Case Management is centred on applying software applications to manage and automate the life of a matter; as a result impressive increases in staff productivity can be achieved. i2's Case Management team has achieved improvements of over 300% versus the traditional manual approach.

i2 uses the Caseflow application as its core solution which boasts a strong track record in the Australia market.
In addition to Caseflow, i2 integrates with the other core applications law firms typically use including:

- Document management for controlling precedents, document storage and matter linkage
- Practise management for integration with client and matter data
- Outlook and Notes for management of appointments and tasks

The result is a structured approach to document creation and matter management and is normally used in commodity departments such as Workcover, TAC, Banking & Finance, Debt Collection etc where the firm has many active files.

i2 Case Management - powering your staffs productivity

For knowledge based businesses, content management is a major influence on professional performance and business growth. Managing the increasing variety and volume of content requires a coherent strategy and a quality software application. The i2 Content Management team delivers on both fronts.

Our team have extensive backgrounds in the design and implementation of matter/project centric designs. Content management once dominated by documents is now challenged by the bewildering array of e.content (email, url's, images, video etc). The ability to harvest quality and relevance, whilst at the same time providing protection from the irrelevant, is a key objective.

The core application i2 uses for content management is Interwoven's WorkSite suite, the acknowledged leading product for knowledge firms worldwide. WorkSite dominates the global legal and accounting market places. We also represent a number of complementary applications which assist the implementation solution.

i2 Content Management - turning content into a business asset