

Courts Modernize the Filing Experience in North Carolina



THE CHALLENGE: EQUAL ACCESS TO COURTS

North Carolina courts were required to implement e-filing, but digital access alone doesn't guarantee usability.

Many residents lack consistent internet access, devices, or familiarity with online systems. The result? Critical services risk becoming harder, not easier, to navigate.

The courts needed a way to ensure equitable access to justice, regardless of a user's technical ability or resources.



THE SOLUTION: GUIDED, SELF-SERVICE EXPERIENCES IN COURTS

To bridge the gap, the courts deployed ARS Connect-powered self-service kiosks that bring digital filing directly into the courthouse.

This platform transforms complex court processes into simple, guided experiences, allowing users to complete filings confidently, even without prior technical knowledge.

Each station provides:

- ✓ Guided, step-by-step filing support
- ✓ Secure document scanning & printing
- ✓ On-screen accessibility features
- ✓ Integrated workflows with **Tyler Technologies** systems



FROM DIGITAL ACCESS → TO USABLE ACCESS

Citizens can now:

- ✓ Complete filings without needing personal devices
- ✓ Access services regardless of schedule or location
- ✓ Navigate processes with guided assistance
- ✓ Use the same system across multiple court locations



IMPACT AT SCALE



17

Kiosks deployed statewide



24/7

Access to filing services



4,000+

Lifetime interactions



Reduced

Dependency on staff for routine support



Increased

Confidence and completion rates among users

An ARS Connect Solution

The Modern Public Access Ecosystem for Courts and Local Government

Learn more: advancedrobotsolutions.com | Call: 1 (866) 845-1440 | Email: info@robotaisolutions.com