MAKING TOGETHER A JUSTER JUSTICE

Digital evolution for a better, more efficient justice administration, for professionals and citizens.

netservice
group

Guiding to Value

A DIGITAL TRANSFORMATION GROUP FOCUSED ON VALUE CREATION

Net Service Group is a **trusted and experienced provider of digital transformation services for EU institutions, government agencies, public services operators.**

We bring together the agility and expertise of a SME with the organizational strength and management standards of a large international company in order to create **long-term organizational, economical, and sustainable value both for private sector and public institutions**.

As a solid and diversified ICT Group, we have a proven track record of success in both national and international markets. Our continued growth is driven by strategic partnerships, active participation in tenders, and long-term framework agreements.

Net Service plays a key role in transforming European judiciary ICT systems and has significant involvement in several European e-Justice initiatives.

With a strong international presence spanning the EU, Mediterranean, and Eastern European regions, **we actively contribute to the digitalization of justice systems worldwide**.

the
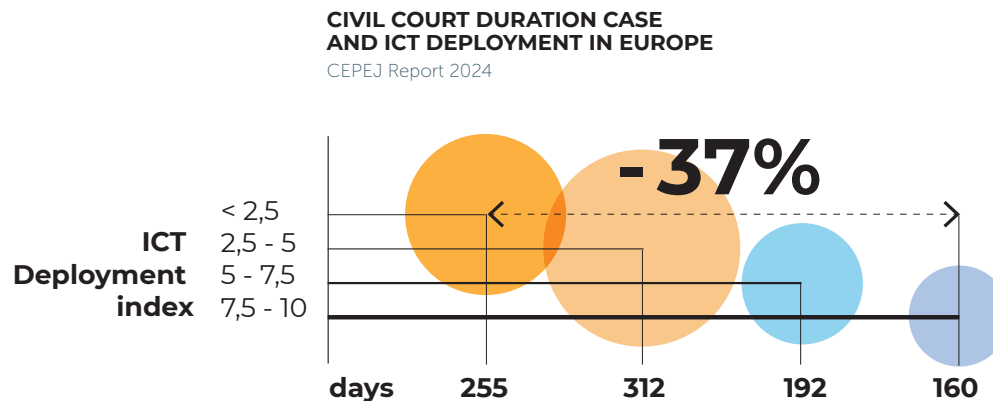netservice
group

Making Together a Juster Justice. / III
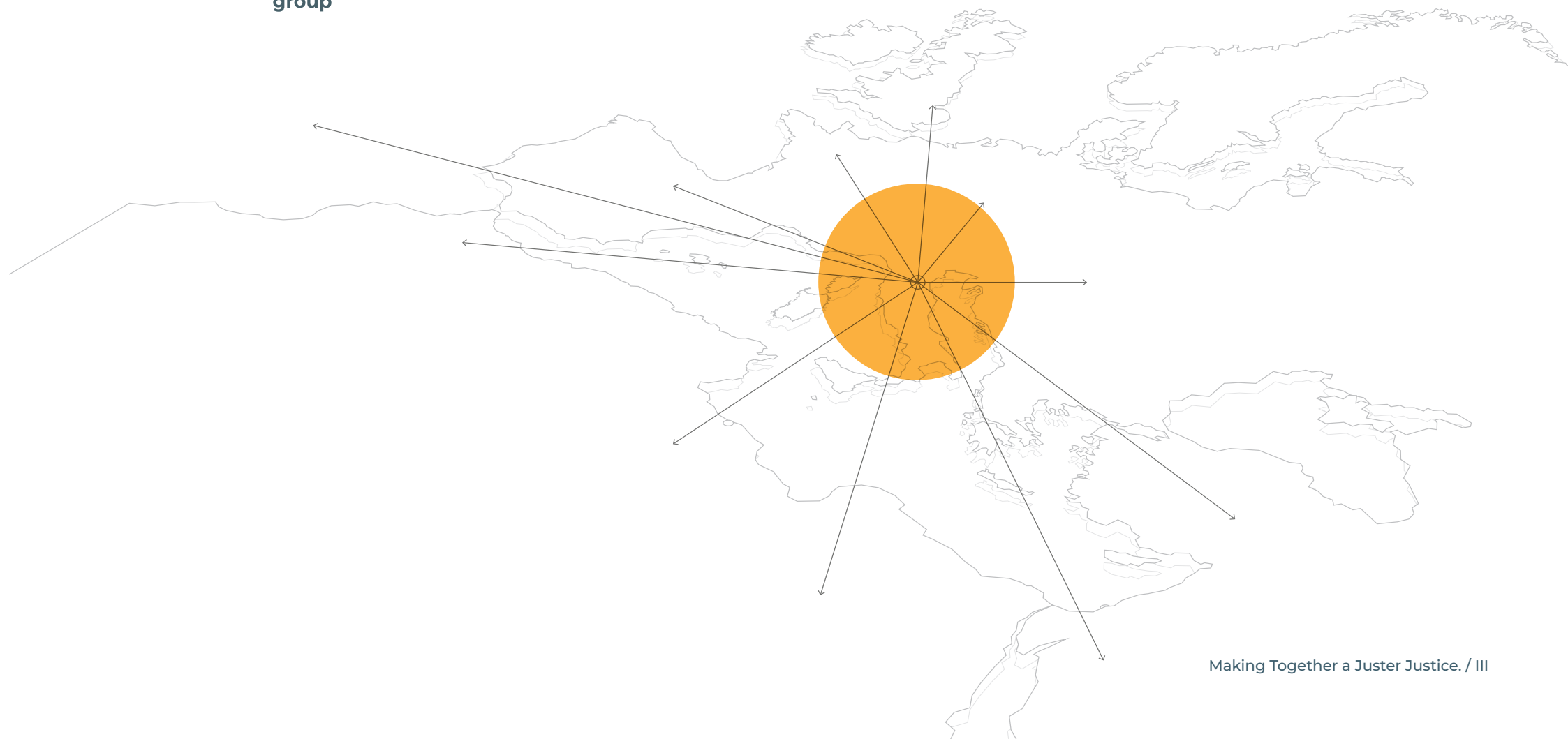
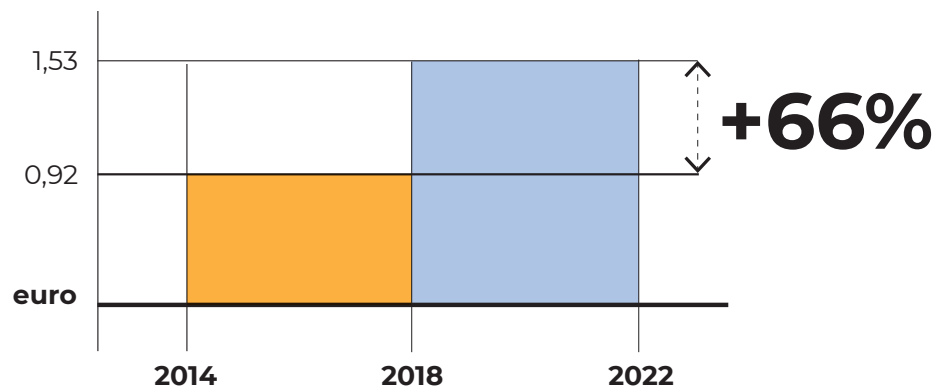# JUDICIAL SYSTEMS AND DIGITAL EVOLUTION: WHEN HISTORY MEETS FUTURE

The **great majority of countries in the world** adopt, in various forms, the **Civil Law system** which traces back its origins to the **classical civilizations of Greek and Roman heritage**. Today, this ancient juridical system embraces digital evolution to make a juster justice, meaning more efficient and more accessible.

ICT in the judiciary streamlines the administration of justice, improves access to courts and upholds the principles of impartiality, fairness and timely proceedings as defined by the **European Convention on Human Rights**[1].

CIVIL COURT DURATION CASE AND ICT DEPLOYMENT IN EUROPE
CEPEJ Report 2024

-37%

ICT Deployment index	
< 2,5	
2,5 - 5	
5 - 7,5	
7,5 - 10	

days   255   312   192   160

1. European Judicial Systems CEPEJ (European Commission for the Efficiency of Justice) Evaluation Report 2024 – Part 1, page 145.

Notably, **a greater level of ICT implementation** is associated with significantly **shorter average court case duration**: 37% less for civil matters (160 days compared to 255) and 42% less for administrative matters (167 days compared to 290)[2]. This aligns with the fundamental principle that *"Justice delayed is justice denied"*[3].

Consequently, between 2018 and 2022, **ICT budgets per capita in Europe increased** by 66% compared to 2014-2018, rising from €0.92 to €1.53[4]. This **upward trend** is expected to continue in **3 key areas of e-justice**: automating repetitive tasks, enhancing court operations through innovative digital tools like AI, and adapting procedures to meet evolving legal requirements[5].

The following pages illustrate some of the most relevant **e-Justice projects** designed by Net Service Group in Europe.

+66%

1,53
0,92
euro

2014   2018   2022

GROWTH OF JUDICIARY ICT BUDGET PER INHABITANT IN EUROPE
CEPEJ Report 2024

2. CEPEJ Report 2024, figure 6.19, page 166.
3. CEPEJ Report 2024, page 109.
4. CEPEJ Report 2024, figure 6.1, page 147.
**5**. CEPEJ Report 2024, page 145.

▶ Civil Jurisdiction

Pioneering digital procedures in the most complex and articulated civil jurisdiction in Europe.

The Italian judiciary system is particularly extensive and complex, involving over one million professionals across more than 1,000 judicial offices, including 4,500 civil judges, 240,000 lawyers, and over 760,000 court auxiliaries.

In 2022, focusing on 1st instance civil jurisdiction, they handled approximately 144,000 cases - 2.23 cases per 100 inhabitants[1] — navigating a legal framework with ten times more regulations than the combined legal norms in France, Germany, and the UK.

To manage this complexity, since 1999, Net Service Group and the Ministry of Justice have developed a comprehensive **e-Justice system called Processo Civile Telematico (PCT)**, enabling over 15 million daily online accesses by legal professionals and processing more than 20 million legal documents and rulings, 44 million court notifications, and 400 million real-time requests annually.
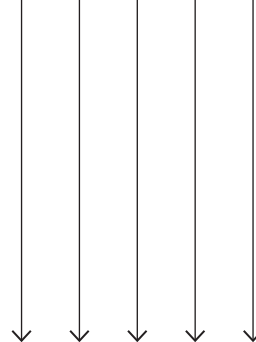
FIRST INSTANCE CIVIL JURISDICTION (2022)
European Judicial Systems CEPEJ. Evaluation Report 2024

144,000 1st instance Italian cases annually
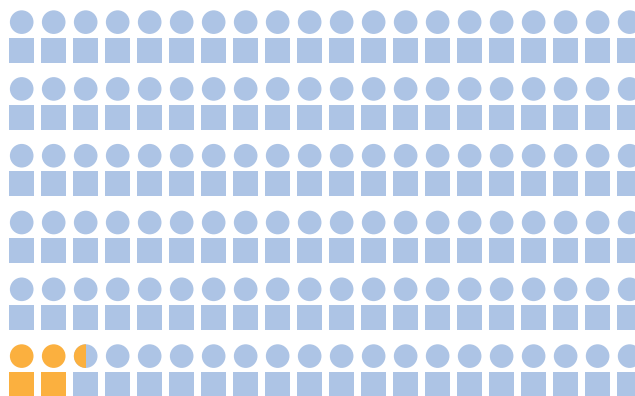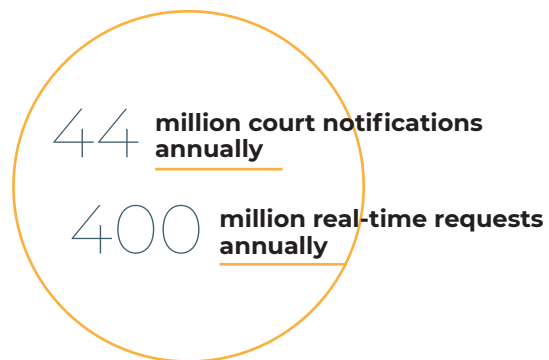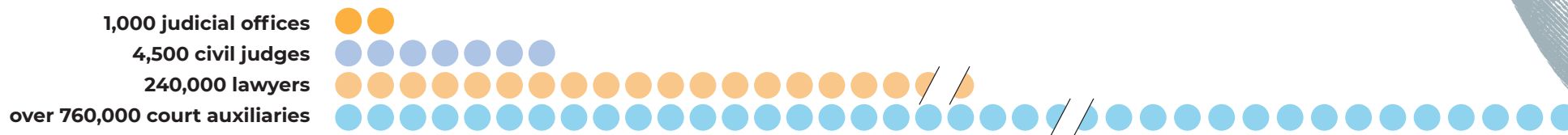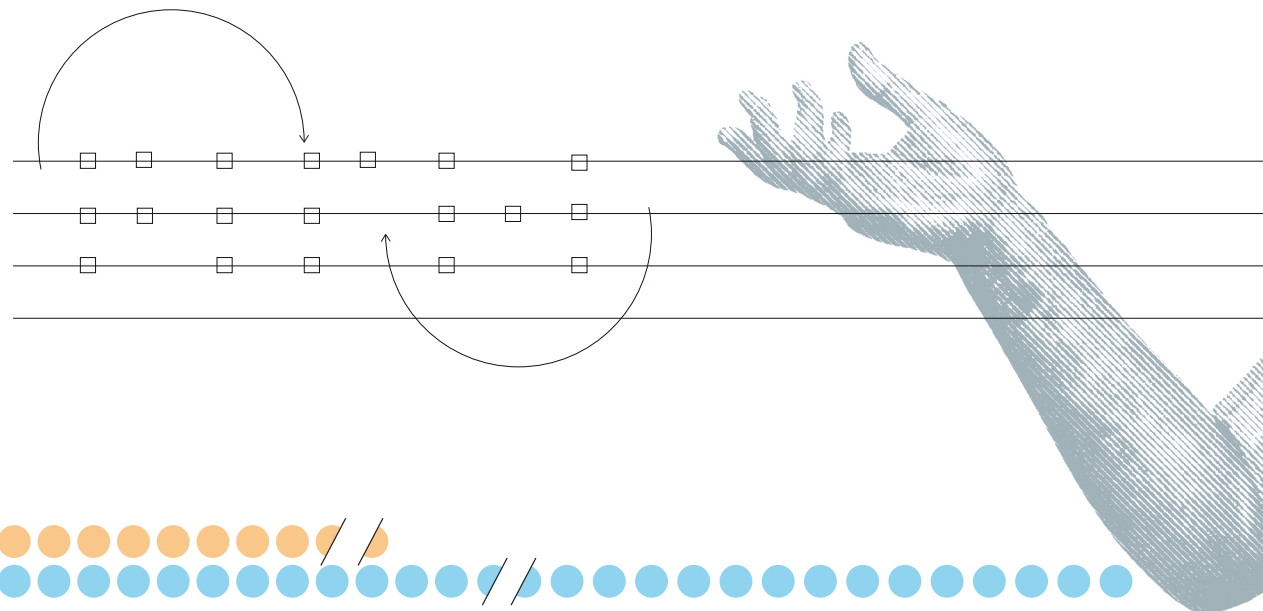
2.23 cases

100 inhabitants

1. European Judicial Systems CEPEJ (European Commission for the Efficiency of Justice) Evaluation Report 2024 – Part 2, page 97.

▶ **Civil Jurisdiction**

15 **million online accesses daily by various legal professionals**

20 **million legal documents and rulings annually**

44 **million court notifications annually**

400 **million real-time requests annually**

KPI OF ITALY'S E-CIVIL JURISDICTION PLATFORM DESIGNED BY NET SERVICE GROUP

1,000 judicial offices
4,500 civil judges
240,000 lawyers
over 760,000 court auxiliaries

ITALIAN JUDICIARY SYSTEM European Judicial Systems CEPEJ. Evaluation Report 2024

Making Together a Juster Justice. / VII

► Civil Jurisdiction

The main e-Justice solutions provided by Net Service include:

- **a case management system** with 25 distinct procedural workflows;
- **electronic archiving tools** and **online communication systems**;
- **a portal of electronic services and APIs** for external users.

Thanks to these efforts, Italy has achieved a General ICT Deployment Index of 6.49, surpassing the European average of 4.3, placing it in the top 20% of the most advanced nations in this area[2].

Additionally, from 2020 to 2022, case duration in 1st instance courts decreased by 20% in civil proceedings and 33% in administrative proceedings[3].

ITALY'S ICT DEPLOYMENT INDEX (0 - 8,5) CEPEJ Report 2024

6,49

Italian avg.

4,3

European avg.

REDUCTION OF DURATION CASES IN ITALIAN 1st INSTANCE COURTS (2022 vs 2020) CEPEJ Report 2024

civil proceedings –20%

administrative proceedings –33%

2. CEPEJ Report 2024 - part 1, figure 6.5, page 152.
3. CEPEJ Report 2024 – part 2, page 97.

Making Together a Juster Justice. / VIII

▶ Court of Justice of the European Union

Building the integrated system of legal proceedings management.

Since 2020, Net Service Group has been developing an **integrated system for the CJEU to manage the entire lifecycle of various Court and Tribunal procedures**, including related analysis and translation services in all EU languages. This system, known as SIGA (*Système Intégré pour la Gestion d'Affaires*), serves both internal stakeholders (judges and clerks) and external users (lawyers and representatives).

The initial implementation phase focuses on establishing standards for **migrating existing data to the new digital platform** designed by Net Service Group, which employs proprietary technologies and partner solutions.

As part of this project, Net Service Group maximizes integration with existing systems, regular platform maintenance and ongoing technical support. Additionally, it offers **user training and change management** education to help users fully utilize this innovative system, enhancing the quality and efficiency of the CJEU's work.
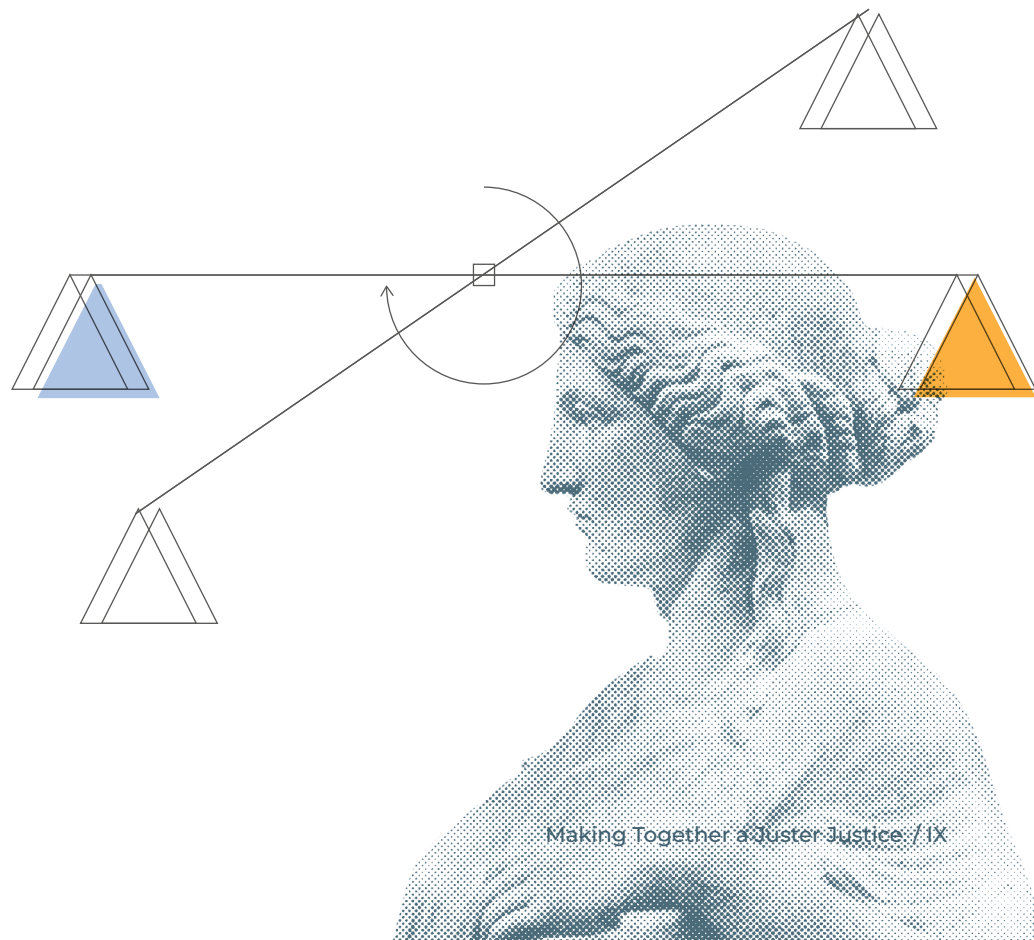
▶ e-CODEX

The shared e-justice platform used by EU state members for judicial cooperation.

e-CODEX stands for ***E**-justice **C**ommunication via **O**nline **D**ata **EX**change,* a project launched in 2010 by the European Commission **to connect the various judicial systems across Europe** in order to enhance cooperation between Member States in judicial matters.

In 2012, with the support of Net Service Group, the first European data exchange was successfully initiated between Italy and Austria within their respective civil jurisdictions.

Since then, **e-CODEX has become the e-Justice platform**, supported operationally by EU-LISA, used by EU countries for cross-border judicial cooperation and the exchange of information, legal documents, and judicial decisions.
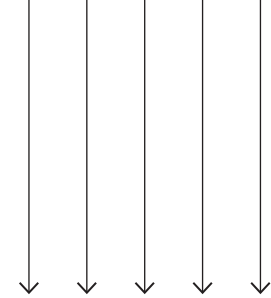
▶ Unified Patent Court

The first digitally-native international court adopts Net Service Group solution for on-line Case Management.

Since the Unified Patent Court, a supranational EU judicial body specializing in patent law, began its activities in 2023, Net Service Group has been implementing a Case Management System (CMS) that manages the **entire lifecycle of cases in compliance with the specific procedures** of the Court and the Court of Appeal, utilizing proprietary technologies such as Astrea Solido, the modular platform built by Net Service Group for digital Court Management. The project also provides additional tools, including a technical support system, dedicated email services, and online collaboration tools.

In less than 2 years, the system has handled **650 cases** from 15 different regions and **over 140,000 transactions** while serving more than **11,000 users**, both internal (judges and court clerks) and external (lawyers and representatives).

KPI OF UNIFIED PATENT COURT

11,000 users ■

140,000 transactions **650** cases
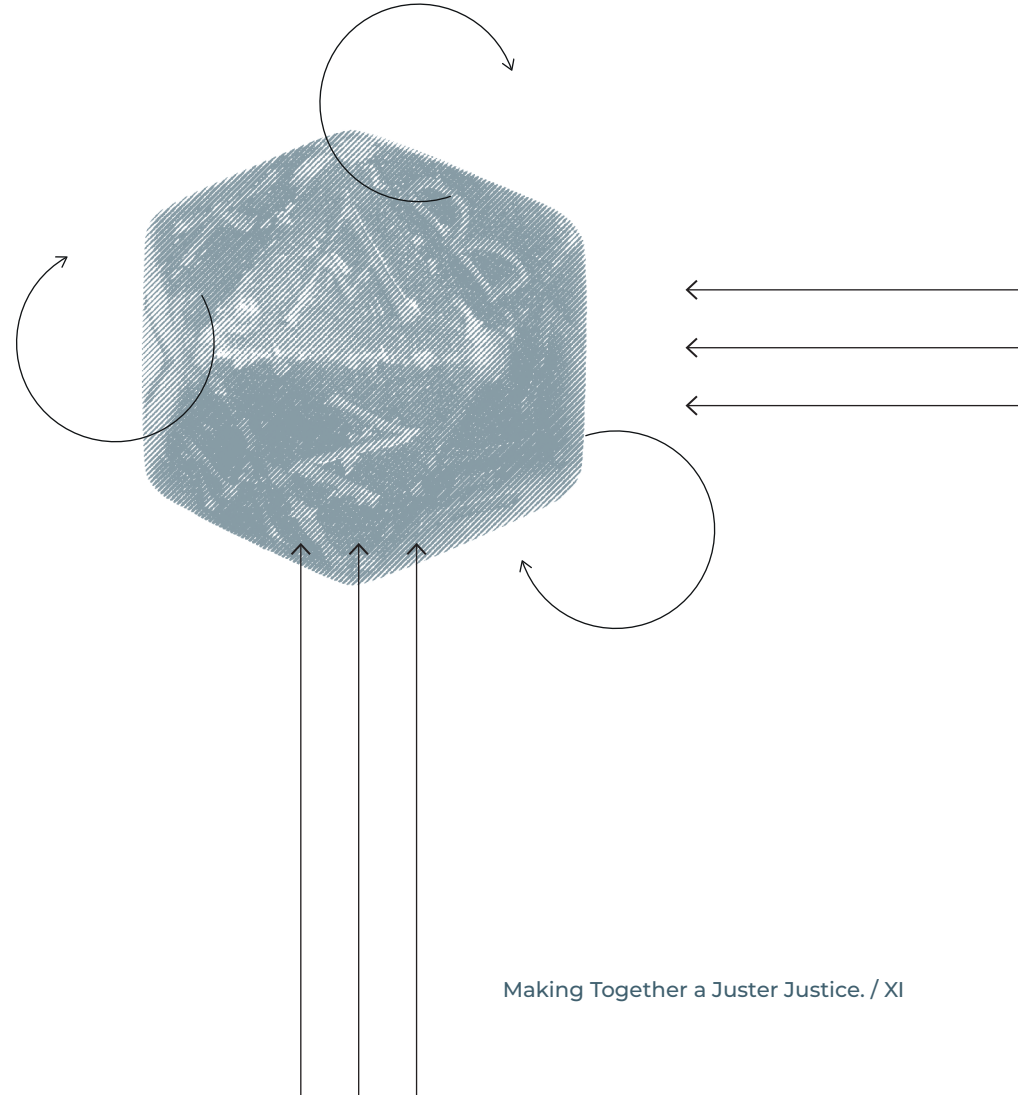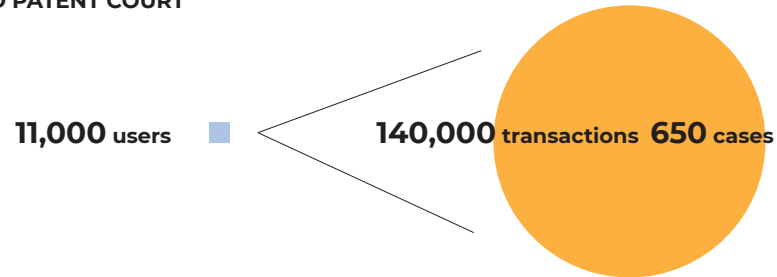
▶ Administrative Justice

Exploiting AI for better, faster and easier legal researches.

This e-Justice project, dedicated to the two levels of **administrative justice in Italy** — TAR (Regional Administrative Courts) and the Council of State — is based on the use of **AI for semantic searches of similar decisions and rulings, tested on over 500,000 documents**.

Thanks to a powerful semantic search engine leveraging LLMs (Large Language Models) and NLP (Natural Language Processing), judges, lawyers, professionals, public and private entities, operating in the field of administrative justice, can quickly identify the most relevant judicial decisions for the concept being searched. This is made incredibly easy through the use of **natural language and simple, intuitive graphical interfaces**.

The platform, designed by Net Service Group, is scalable, integrable with existing systems. and adaptable to users' specific needs. This approach **greatly accelerates legal research** while improving accuracy and comprehensiveness, **leading to more informed and well-reasoned legal decisions** and rulings.

▶ Court of Auditors

An efficiency turnaround in e-Justice driven by the re-engineering of a legacy application.

The complex and multifunctional Corte dei Conti (Court of Auditors) is **Italy's special judiciary overseeing public accounting** through its jurisdictional and prosecutorial functions, preventive legality checks on government acts, and control of national budget management. It has **50 offices**, employing around **500 magistrates** and **2,000 administrative staff**. Between 2019 and 2023, the court resolved about **42,000 cases**, conducted **310,000 accounting audits**, and prompted the **recovery of over 280 million euros** in compensation for the Treasury.

In 2021, due to its expertise in e-Justice projects, Net Service Group was commissioned to re-engineer GiuDiCo, a legacy management application mainly used by administrative staff rather than magistrates. The goal was to **develop and implement specific functionalities to enhance jurisdictional activities and processes**.

Since 2023, the Magistrate Desktop by Net Service Group has gone live, improving the effectiveness and efficiency of the magistrates' daily work at the Corte dei Conti.
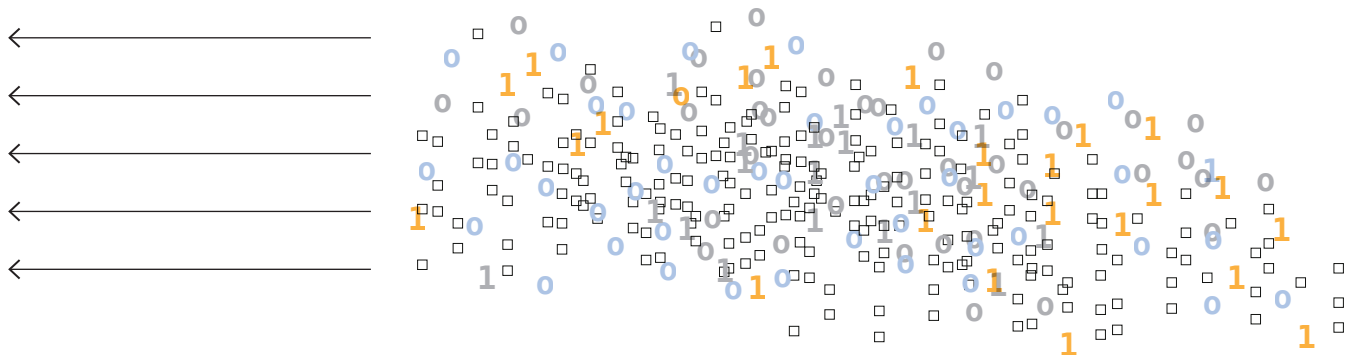
▶ Metropolitan Justice

Seamless flow of information between local public administration and civil jurisdiction offices.

"Giustizia Metropolitana" ("Metropolitan Justice" in Italian)
is an innovative solution that makes it possible to **digitize processes between Public Administrations and Judicial Offices in civil and administrative matters**.

This e-justice platform, created by Net Service Group, is designed to help local public administrations - like municipalities, unions of municipalities, metropolitan cities, provinces, social and healthcare entities - **manage and process online document workflows within the digital civil proceedings system.**.

The Metropolitan Justice e-platform is a key part of Italy's digital transformation efforts. It's aimed at **improving collaboration between government agencies and the judicial system** by using digital tools that make the exchange of information and documents easier for both government bodies and citizens.
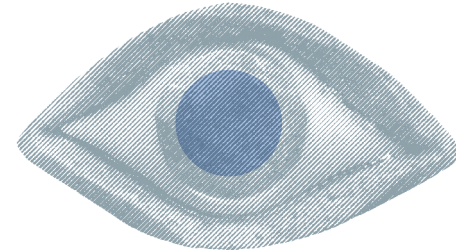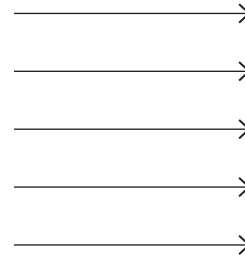
THE ROADMAP FOR A JUSTER JUSTICE

To guide the digital transformation of a Country's system or sector like e-Justice, Net Service Group follows this **proven 4-step roadmap** offering support through the entire journey or at any specific step according to the Client's requirements.

▶ **PRELIMINARY ASSESSMENT:** evaluate digitalization levels and study legal system procedures to identify critical issues and assess performance gaps against international standards.

▶ **IMPLEMENTATION:** execute the Digital Transformation Plan, design scalable platforms that integrate seamlessly with the latest technologies, and provide change management training.

▶ **ACTION PLAN:** develop digital transformation options, prioritize intervention areas, select the best tools for the e-Justice platform, and draft a Digital Transformation Plan.

▶ **CONTINUOUS IMPROVEMENT:** offer ongoing strategic and technical support, maintenance, updates, and performance evaluations to ensure system efficiency and compliance with international standards.

▶ **PRELIMINARY ASSESSMENT**   ▶ **ACTION PLAN**   ▶ **IMPLEMENTATION**   ▶ **CONTINUOUS IMPROVEMENT**
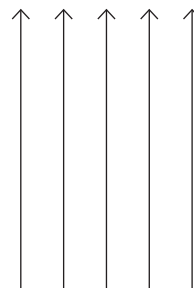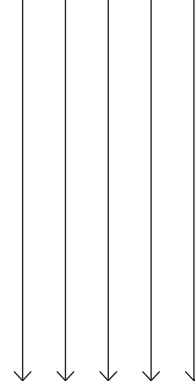
The path outlined in this roadmap is reinforced and streamlined by the Group's demonstrated ability to manage smooth organizational change, effectively addressing operational and structural challenges along the way.

NET SERVICE GROUP

Developing companies' excellence through unified strategic guidance.

Net Service Group has unified and strengthened the expertise, specializations, technologies, and solutions of its member companies under **one cohesive structure**. Each company contributes distinct value and expertise, delivering cutting-edge IT solutions that are reliable, secure, interoperable, efficient, and tailored to meet the demands of a fast-changing market.

netservice
Empowering Digital Evolution

realvalue
No Code, High Value

GT50
Visionary Innovators

flosslab
Innovation Driving Sustainability

the **netservice** group

Want to learn more about juster justice?

info@netservicegroup.eu

www.netservicegroup.eu

netservice
group

Guiding to Value

Bologna, Milan, Rome, Cagliari, Cosenza, Lecce, Salerno, Luxembourg, Lugano, Warsaw, London.