

FIRSTCLASS® Solution Sheet

Cutting edge communication and collaboration solutions can bring many benefits to virtually all kinds of organizations. Basic services such as email, calendaring, and contact management are table stakes in this area, but the real benefit comes from having a highly integrated solution that also delivers advanced features such as file sharing, document collaboration and collaborative workspaces.

Many government organizations are still struggling to effectively deploy basic groupware solutions let alone advanced collaboration platforms. Challenges include the large size of many government organizations, limited budgets and IT resources, and the high cost of large-scale business groupware solutions.

FIRSTCLASS SOLUTION HIGHLIGHTS

FirstClass provides a proven, highly scalable communication and collaboration platform that is specifically designed to provide large organizations with a broad suite of groupware, communication and collaboration features in a highly integrated offering. Features and benefits of FirstClass include:

- **Powerful Groupware Features**
FirstClass includes feature-rich email, calendaring, contact management, file sharing, and instant messaging capabilities.
- **Online Collaborative Spaces**
Team workspaces and organization-wide shared spaces enable the creation of powerful online communities that promote a team-based approach to communication and problem-solving.
- **Integrated Voice and Fax**
Voice and fax messages are delivered to a user's mailbox where they can be opened, forwarded, and filed like any email message.
- **Archiving**
A tightly integrated archiving service provides for group-based, policy-driven records management.
- **Anytime, Anywhere Access to the System**
Simple, fast, secure access to all applications and all data from anywhere an internet connection is available (no VPN required).
- **More Features at a Lower Cost**
FirstClass can typically be deployed in large organizations for 1/5 to 1/10 the cost of standard business groupware solutions that provide significantly less functionality.

Government

“Sharing of useful information among judges across the country is invaluable. The research resources, newsletters, and online courses are excellent.”

FIRSTCLASS®

Powering collaborative online communities.

CUSTOMER PROFILE: CANADIAN OFFICE OF THE COMMISSIONER FOR FEDERAL JUDICIAL AFFAIRS

FirstClass has been used by the Canadian Office of the Commissioner for Federal Judicial Affairs for over ten years to provide an innovative communication and collaboration environment for over 2,000 federally appointed judges and other members of the judiciary across the country.

This dynamic online FirstClass environment has been branded as “JUDICOM”. It provides a wide range of services to its users including email, calendaring, contact management, file sharing, online forums, instant messaging, and more.

Judges recognize JUDICOM as an important resource that enables them to easily communicate and exchange information with each other nation-wide. The powerful conferencing features of FirstClass provide the foundation for a wide range of shared online knowledge bases for all users on JUDICOM.

QUOTES FROM JUDGES WHO USE JUDICOM...

“...I like being able to quickly access Superior Court Judges across the country whether it is for educational information or personal. It is a valuable communication tool for me in that way. It is a quick, easy way to access many Judges all across Canada.”

“JUDICOM gives me an opportunity to instantly communicate with a broad community of Canadian judges to discuss a variety of issues. No other program, network or listserv provides this function...”

“I can access my FirstClass account on JUDICOM from work, home and my farm without any difficulties or delays---it is by far the best email provider for my needs.”

“I use JUDICOM e-mail to contact all the judges on my court simultaneously, to discuss any matter of mutual interest. Since we are all using JUDICOM all day, every day, communication is efficient, easy and private.”