



MAPSYS Case Suite

Frequently Asked Questions - FAQ

Do I have to be in the Cloud to use MCS?

MCS is capable of being deployed and hosted both locally and in the cloud. Currently, MAPSYS is supporting both on premise and cloud deployments of MCS.

Do I have to pay for each case I upload?

Unlike many competitors, MCS does not charge for each case upload. Out of the box, MCS is capable of handling millions of cases, millions of documents and the associated data load, with no secondary costs associated with scaling of the application.

What happens if I want to incorporate new counties, do I need a new license?

MCS software licenses are tailored to the specific needs of each municipality and Public Defense office. In the case of many State Public Defense Offices, the goal is to gradually incorporate more and more counties into the instance of MCS. This enterprise license does not require a new license for the addition or assimilation of new counties into the original software instance. If a State decided to use individual SaaS versions of the software for each county, a new subscription license would be necessary.

Where is my data stored?

The advantage of the MCS platform is the freedom it provides for Client data. The data is yours, so you should be able to have it where you want. It can be stored on premise, in the Cloud or even both (though the performance can be impacted with hybrid data storage solutions). In addition, MCS does not control your data. Clients have the freedom to export, data mine or perform business intelligence against the data at any time.

Is MCS capable of being customized to add specific fields or data points to my forms and case information?

MCS was built FOR Indigent Defense, WITH Indigent Defense. In collaboration with Public Defense offices, MAPSYS has actually developed two separate Public Defense Case management applications. Building on that invaluable experience, MAPSYS has been able to continually add and expand MCS to meet the changing needs of the market place. To that end, MAPSYS is able to provide custom application development changes upon request.

Is there a mobile application with MCS and do I need to download it to my phone?

Though MCS is a mobile responsive web application, MCS Mobile is an integral extension of the platform. It provides the ability to manage your cases, schedule, appointment alerts and calendar features as well. The mobile application is available in the App Store.

Does MCS have any Add-ins or Application Programming Interfaces (API)?

MCS Core has built in Addins to Microsoft Outlook and Word, as well as Text Alerts and iCal. Workspace Plus come with the ability to integrate with third party analytics and reporting tools such as Power BI, Tableau and Microsoft Dynamics.



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Can I access MCS from anywhere, or only the office or via VPN?

MCS is a web based application, so it can be accessed from anywhere, without VPN access. User credentials and Multi Factor Authentication are managed via the web.

Can I customize my own forms to be uploaded within MCS?

Form customization, field validation and saved Reports are all customizable with MCS.

What kind of reporting comes within MCS Core? What is the difference between MCS Core and Workspace Plus?

MCS Core comes with the ability to save Advance Search queries, as well as view and save capabilities for data and tables in Workspace. Workspace Plus provides additional features, including the visualization of Workspace data, formal SSRS reporting and exporting to PDF, and integration capabilities to third party analytics and reporting tools such as Power BI, Tableau and Microsoft Dynamics.

What types of user authentication does MCS use?

MCS is able to leverage multiple user authentication platforms and permission structures. From Active Directory to identity servers and JWC authentication, MAPSYS is able to customize the user authentication layer for each instance of MCS.

Is MCS available in SaaS model, or Software as a Service?

MCS is available in two delivery models, Software Purchase and a SaaS model. By purchasing the software, users are able to customize the software as needed, as well as scale usage up and down as needed. The SaaS model, which is often times more practical for smaller counties and offices, offers limited customization, but flexibility in adopting the platform.

How many releases of MCS have there been? How often are there new releases?

MCS has generally been cataloged by generation-version-update. With that chronology, the product is currently on 1.6.2, or Generation 1, Version 6.2. Generation 2.0 is expected to be available for release in Q4 of 2019, which will also reset the version control to a more traditional Version-Sub-version release (ex. 2.0, 2.1, 2.2, 3.0, 3.1, 3.2). MAPSYS typically has a major release every year, with sub-version release as needed. To date, there have been 6 major releases and nearly 20 sub-version releases.

What programming language is MCS written in?

MCS was designed as a .NET Core Framework with Angular and a SQL database structure to allow for the most efficient and functional application performance and UI/UX experience. MCS Mobile is written in an Ionic framework.

How will I get data from my current system to MCS?

MAPSYS will work closely with internal system staff to properly stage client information for proper data validation and system testing to set up migrations from the current system and servers to Azure.



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What kind of training can we expect?

MAPSYS will work with your internal staff to establish training, operational materials and documentation that coincide with the procedures of the customers office and the new technology being implemented.

What services are provided as part of MCS implementation?

MAPSYS recognizes that a key component to application adoption and success is support during implementation. Our team will collaborate closely with the onsite team to:

- Establish implementation timeline and responsibility checklist
- Provide user documentation and administration documentation
- Provide training documentation and sessions to ensure a smooth transition
- 24/7 Go-Live Support, as well as extended support options
- Provides Enterprise level software license
- Database strategy, support and when engaged, migration