



Federal Defender Office - Western District of Missouri

CUSTOMER SINCE
2012

INDUSTRY
Government

NO. OF SEATS
100+

#USERS
300+

PLATFORM


About

Federal Defender organizations represent the vast majority of individuals who are prosecuted in US federal courts. There are 81 authorized federal defender organizations, employing more than 3,700 lawyers, investigators, paralegals, and support personnel serving federal judicial US districts.

The Federal Defender for the Western District of Missouri operates under the authority of the Criminal Justice Act and provides defense services to individuals who are financially unable to obtain adequate representation in Federal criminal cases.

"iMazing is very 'Apple-ish'. Its interface is pleasant and immediately presents commonly used features, whilst more advanced options are there if one looks for them. Our attorneys and paralegals routinely use it to transfer case materials to iPads, and to export iPhones messages to PDF. iMazing is a joy to use and produces accurate results, comparable (or, in some cases even better!) than what can be achieved with specialized e-discovery software – at a fraction of the cost."

Troy Schnack,
Computer System, Administrator Federal
Defender's Office, Missouri

CHALLENGE 1

Transfer Of Case Materials Between PC And iPad

The Federal Defender's office uses iPads to present and review case materials with incarcerated defendants. Transferring files of various types (PDF documents, photos, video and audio files...) from a Windows terminal to Apple's tablets has long been a major pain point, with Apple offering either iCloud based solutions which require signing in to the same Apple account on both devices, or inadequate local file and media synching via iTunes.

SOLUTION 1



iMazing's iOS File Browser And Transfer Tool

iMazing features a fully fledged file browser which displays the iPad's file system in an interface that's immediately familiar to anyone who's used Windows' standard File Explorer. After making iMazing available to Public Defender attorneys and paralegals, they have been able to quickly and reliably transfer the folders containing case materials, from their Windows workstations to iPads managed by the Office.

CHALLENGE 2

Document Attorney — Defender Communications

With the rise of mobile communication technology, a significant proportion of communications between clients and federal attorneys have switched over to text messaging. Consequently, text messages and attachments directly exchanged between attorneys and defendants need to be collected and documented as evidence of procedural matters. In addition, the defendant's smartphone may also contain e-evidence crucial to his defense. Collection and preservation of an accurate record of electronic communications, including call logs, text messages, voicemail and more is therefore of utmost importance.

Archiving iPhone text messages is challenging. The (only too common) approach of taking screenshots of conversations before exporting them to a computer is hugely time consuming, error prone and ineffective. Specialized e-discovery software solutions exist, but they are expensive and necessitate substantial training or specialized operators in order to be used effectively.

SOLUTION 2



iMazing's Messages Browser And Exporter

iMazing's 'Messages' view renders iPhone conversations in high fidelity, including all types of attachments. Important metadata such as contact information, timestamps for every message, and device serial number can also be added. Federal Defender attorneys and paralegals have no difficulty in performing PDF or Excel exports of messages, and particularly appreciate the attention to detail – the outputted PDFs reproduce the bubble layout of iPhone messages and Whatsapp chats with great accuracy. The resulting archives are indexable, and visually near-identical to the source material.

Main Benefits

- 1 Increased usability of iPhone and iPad
- 2 Great adoption by end users
- 3 Powerful yet approachable archival of messages