

Case study

How iDocket
improves electronic
workflow
processes for local
governments with
NerdRabbit

May 2022

nerd rabbit +  iDocket

The challenge

Building a cloud-first SaaS platform for a government client—without breaking the bank

NerdRabbit solution

Direct hire Senior AWS Architect and 15 project-based nearshore software developers

Fast facts

2000

company founded

11-50

employees

50+

Texas counties served

75

clerks served
statewide

About iDocket

Originally founded by Armando Balderrama after 15 years with IBM, iDocket began as Solutions, Inc. in 1991. Balderrama and his team developed one of the first browser-based case management systems in Texas when the District Clerk in Amarillo asked for help displaying her judicial information online. Now as iDocket, the company continues to provide case management software to numerous counties, assisting local government officials across the State of Texas.

Armando's daughter Amelia bought the company in 2019 and currently serves as the President and CEO. Carrying on her father's vision of streamlining court data to improve the court system and make life easier for local governments, iDocket provides online access to public service and court case information from trial courts, helping to prevent domestic violence and mass shootings.

Thanks to innovative features like 360-degree views of parties, cases, and participants and county-wide software for judicial processes, iDocket's offer to build a unified case management system (UCMS) was selected by the Texas Office of Court Administration (OCA) for statewide use. iDocket is a Hispanic- and woman-owned S corporation headquartered in Amarillo, Texas. To learn more about iDocket, visit online.idocket.com.

The challenge

In 2021, the Texas OCA selected iDocket's offer to build a statewide, integrated, comprehensive cloud-based UCMS. This system targets counties with populations of 20,000 or less and must be available for all counties to use.

For this cloud-native development project, iDocket went with cloud compute services from AWS, eliminating the burden of maintaining physical infrastructure and hosting workloads in an environment with a 99.9% availability guarantee.

Building the new system requires multiple cloud developers working around the clock. iDocket's legacy system was written in JSP and Java and can only be deployed on-premises, while the new system is a SaaS platform written in Java and React.

Cloud developers are expensive. It's not uncommon for a junior-level cloud developer to make upwards of \$100,000 per year, with freelance developers charging around \$100 per hour. As a growing company, iDocket needed to find an affordable solution without compromising on quality.

“We needed help with a cloud-native development project building a new software system for the State of Texas. This required writing new code for a cloud-first environment in AWS. Working with NerdRabbit, we directly hired a Senior AWS Architect to oversee the development project and lead a team of project-based nearshore software developers. This proved to be a cost-effective and efficient approach, enabling us to better serve the client and positioning us for future success with key accounts.”

Amelia Balderrama
President and CEO at iDocket

The solution

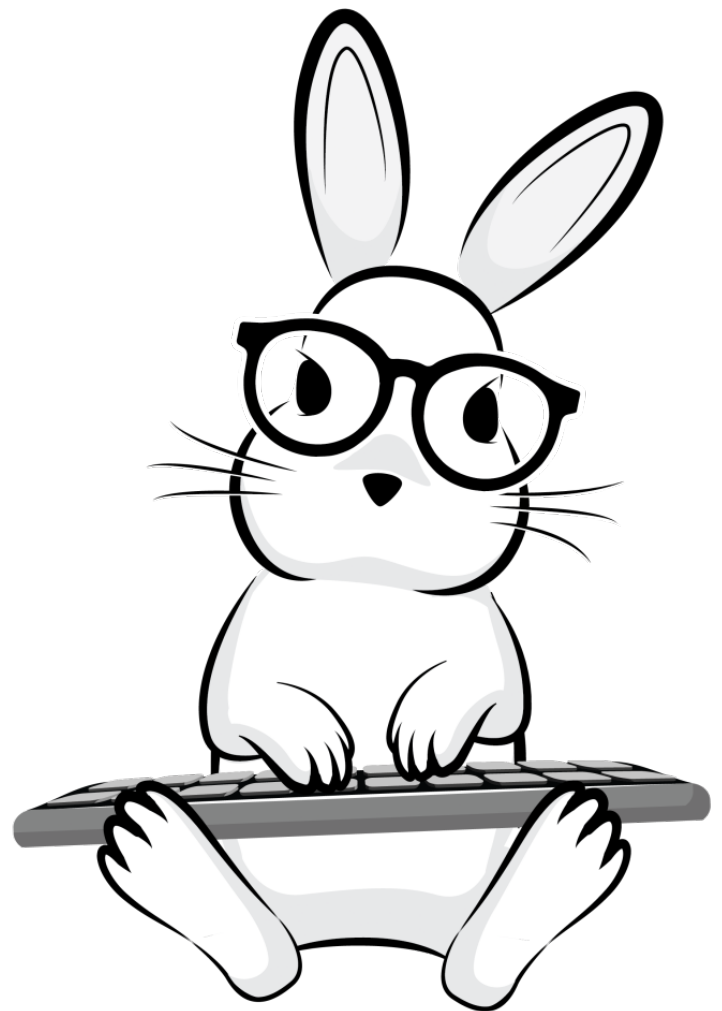
NerdRabbit supplied a direct hire Senior AWS Architect in addition to 15 project-based nearshore software developers. This allowed iDocket to realize significant cost savings by leveraging our relationship with trustworthy and proven nearshore talent.

The results

\$702,000
saved

15
nearshore software
developers

1
direct hire Sr. AWS
Architect



nerd rabbit

NerdRabbit connects cloud professionals to employers looking to fill roles with top talent. Through our SaaS solution, Nerdly, you get access to some of the nation's best AWS developers, engineers, programmers, and coders ready to take on your next short-term or long-term projects.

To learn more, visit

nerdrabbit.com/nearshore-outsourcing/