



iSupport is funded by the
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iSupport

The electronic case management and communication system in support of the 2007 Child Support Convention and the 2009 Maintenance Regulation

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Hague Conference on Private International Law

Content

- **iSupport at a glance**
- **Main features of iSupport**
- **How e-CODEX was adopted by iSupport**
- **iSupport's global e-CODEX architecture**
- **iSupport's e-CODEX implementation**
- **The e-CODEX experience**
- **Next steps**

iSupport at a glance

- **Electronic case management and secure communication system for HCCH 2007 Convention, 2009 EU Regulation, NY 1956 Convention & bilaterals**
- **Priority “A” in the 2014-2018 e-justice action plan, also mentioned in the 2019-2023 action plan**
- **Available for free (with the exception of maintenance and support fees)**
- **Customisable (for instance business processes – translation of a the application in a language other than EN, DE, PT or FR)**
- **Open-source, working with an open-source database**
- **Use of e-CODEX**
- **Effective work processes & savings (mail and translation costs)**
- **Effective access to justice for citizens**
- **Visit < hcch.net > or contact < isupport@hcch.nl >**

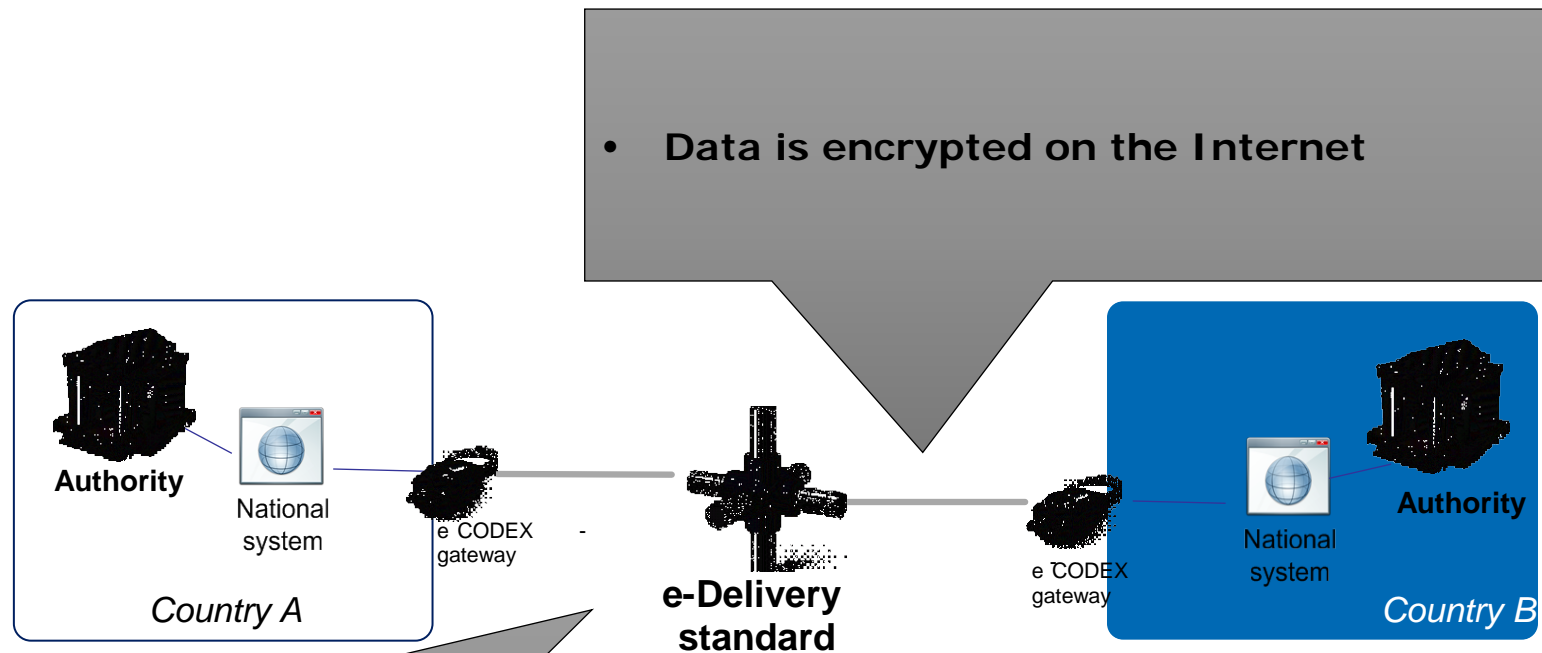
Main features of iSupport

- **Case management system to initiate, process, follow-up and provide status reports on outgoing and incoming applications assisted by a task management and alert system in line with 2007 Convention and 2009 Regulation requirements**
- **Payments, arrears and interest monitoring (automatic calculations as of the creation of the case)**
- **Statistical reporting system (2009 Regulation – Convention to come)**
- **Access to all relevant Hague Conference information such as Central Authorities' contact details, Country Profiles, Convention and Protocol Status Charts, Practical Handbook**
- **Generation of Regulation forms in all EU languages, EN, FR and PT for Convention forms**

How e-CODEX was adopted by iSupport

- From the start, iSupport involved non-EU and EU countries: USA, Switzerland, Norway, Brazil, Portugal, Germany, France, Estonia, Finland, Belgium, Czech Republic, Slovakia, Austria, the Netherlands, Hungary, Romania, Greece, Latvia
- One of the Working Groups tasked with designing iSupport (others included functionalities, security and data protection...) specifically looked into e-CODEX and whether it was suitable for iSupport
- e-CODEX was adopted as the electronic communication technology for iSupport by the group
- iSupport does not use format conversion and electronic signature verification

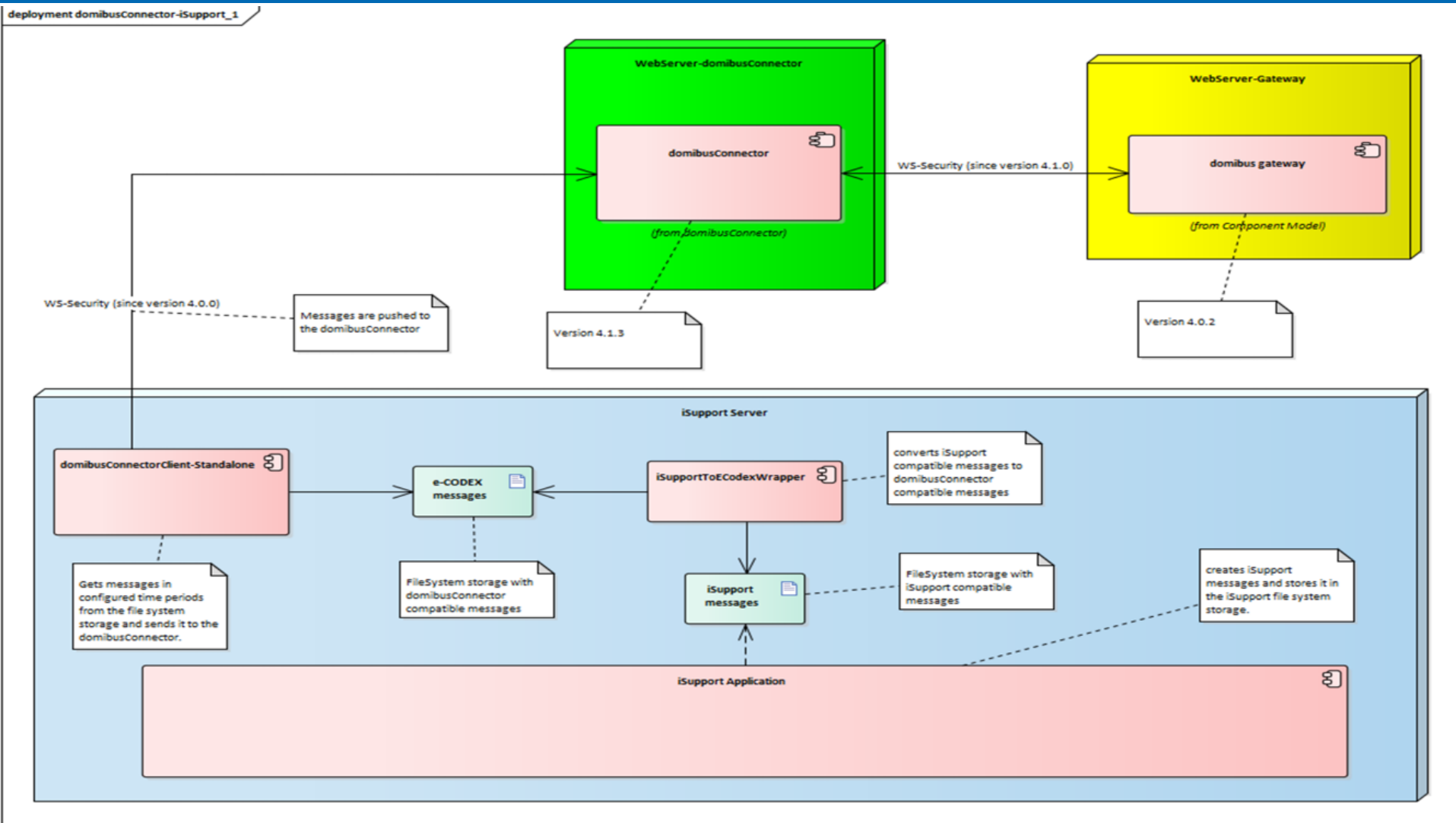
iSupport's global e-CODEX architecture



e-delivery:

- Provides evidence relating to the handling of the transmitted data, including proof of sending and receiving the data, and protects transmitted data against the risk of loss, theft, damage or any unauthorised alterations (in line with European Regulation 910/2014's definition of "electronic registered delivery services")

iSupport's e-CODEX implementation



The e-CODEX experience

- **Difficulties:**
 - **Specific iSupport implementation (no electronic signature, no format conversion)**
 - **Matching what the connector expects in terms of messages and the use case**
 - **Certificate management**
 - **Following the frequency of Domibus releases**
- **Setting up digital cross border cases in civil matters should not be underestimated**
- **Clear rewards in terms of speed of processing and security of the exchanges**
- **Clear commitment from the European Commission (CEF support) and the Me-CODEX countries**

Next steps

- **Integration with Domibus connector client in iSupport**
- **Simplification without library (iSupport handles the sending and receiving of messages directly with the connector)**
- **Support Me-CODEX efforts toward Central Configuration Management, Central Certification Authority and ease of configuration**
- **Start testing the new iSupport e-CODEX set up with partners in the next few days**

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