



## Frequently Asked Questions (FAQ)

This document was prepared to help answer any questions you may have about the recent announcement by CourtView Justice Solutions Inc., Constellation Justice Systems Inc. and Northpointe, Inc. regarding their rebrand to equivant. If you have additional questions that are not addressed below, please contact your Account Manager, our Customer Care team, or email us at [info@equivant.com](mailto:info@equivant.com).

### What is the news?

On January 9, 2017, CourtView Justice Solutions, Constellation Justice Systems and Northpointe rebranded to equivant. The focus of equivant will be to help justice agencies better serve our communities.

### Why was equivant created?

Over the years, we've continually broadened our solutions set to address the needs of our customers. In some instances this has meant more than one person from our business contacting a single agency potentially confusing our market with fragmented representation. At other times, we've found that customers are unaware of the breadth of justice solutions we provide and may miss the opportunity to take full advantage of our collective expertise. Either way, it's time to present ourselves as the 360-degree justice solution supplier that we are; welcome to [equivant](#)!

### Why the name equivant?

The name is a combination of the Latin word 'Aequitas' and the English word 'Vantage'. Aequitas in Latin means justice and equality, which represents our determination to help our communities improve the administration and application of public safety and justice. The word Vantage means a position, condition, or place affording some advantage or a commanding view. Our vantage of technology and wisdom that comes with dedication and experience. The equals sign (=) above the "e" in our logo is a mathematical symbol used to indicate equality. This translates into justice which is the establishment or determination of rights according to the rules of law or equity.



### **What does this mean for our customers?**

As you can imagine, this is an exciting time for us at equivant and we're thrilled to have you along on our journey. Rest assured that all of our product lines remains intact and we will not waver in providing superior services and support. Our knowledgeable staff has years of justice expertise (our staff average is 13+ years) and pride themselves on being quick responders to questions and issues, always willing to listen to and learn about your challenges and suggest new/existing/best solutions for your business needs.

### **Will my Account Manager change?**

You will continue to work with your existing Account Manager.

### **What about the CourtView, Showcase, DAMION and Northpointe products that I currently use at my organization?**

There will be no required change or upgrade for any products that you currently use. All products will continue to be supported and updated.

### **Are there any changes to email or phone numbers?**

Phone numbers for our staff will not change. Email addresses for our staff will change from @courtview.com or @northpointeinc.com to @equivant.com, but don't worry if you use the old email address the message will still get delivered.

### **Are there any changes to how I contact Customer Care?**

Not immediately, for the next few weeks you will access the Customer Care portal at <https://support.courtviewjusticesolutions.com> or via the Customer Care email at [support@courtviewjusticesolutions.com](mailto:support@courtviewjusticesolutions.com). We will let you know when this changes to the equivant URL and email. When this change is made you will continue to receive the same great customer care you currently receive. The Customer Care phone number, (800) 406-4333, will not be changing.



### **Will my existing contract need to be modified?**

No, equivant is an operating brand of CourtView Justice Solutions Inc., Constellation Justice Systems Inc. and Northpointe Inc. rather than a separate legal entity. No changes to your current contract will be required. You may see future documents labeled as equivant, these documents will, however, have the appropriate DBA reference to align with your current contract (e.g. CourtView Justice Solutions Inc. d/b/a equivant, Constellation Justice Systems Inc. d/b/a equivant, Northpointe Inc. d/b/a equivant).

### **What if I have a contract being processed?**

For customers that have contracts currently being reviewed, there will be no changes to the process or documents.

### **What should I do if I have any questions?**

Please contact your Account Manager or the Customer Care team directly, or email us at [info@equivant.com](mailto:info@equivant.com) and we will contact you.