

## **PROPERTY SERVICES**

### **Solution Overview**

A web-based subscription service built by and for counties to support a variety of users across a broad range of County-based property and land record data. Information is presented to county users (staff) and business users (fee) or via a state of the art portal that allows users to locate consume and apply integrated, real-time data from multiple data sources for their business purposes.

The data integration approach should provide distinctive competence in the government market space due to the design of dynamic workflows to manage and organize data for secure, web-based presentation. An intuitive user interface (UI) formats should be easy to use for multiple and varied business and other users.

Data sources used to populate the Solution service include (but are not limited to) county offices such as Auditor, Treasurer, Assessor, Recorder, Courts (Civil), Permits and GIS.

### **The Business Need**

Counties struggle to maintain an acceptable level of service in their Property Records Management departments while budgets are being reduced, property transactions are ever present, and aging systems preclude them from leveraging new, more efficient technology options.

Today, to retrieve property records from the county, business customers or the tax-paying public often must physically go to the county, use unfamiliar systems in public work areas to do research (if available), and manually make photocopies of the required material. Abstract companies, appraisers, real estate firms, property attorneys, banks, surveyors, assessors and the like can be seen sifting through reams of greenbar to extract the piece of information they need. The cost to the county to service their customers in this manner is arduous and the staff assigned to this purpose cannot (therefore) be used for more productive tasks.

For the business customers, the most expensive element of the property transaction is retrieving records from the county and the attendant costs of personnel to do so. Additionally, business customers can take on a limited amount of business due to the time involved in retrieving property records from the county.

The approach should address budget restraints along with escalating demand for property records services. While other data-management services serve specific departmental needs, the portal solution should provide for the broad data-integration and management needs of core land records spread across the county landscape.

## **Unique Data Integration Approach**

The solution should be a data integration service, identifying critical data elements and integrating them with the portal wherever they may reside inside the county infrastructure. In addition, it should supply the county with an administrative tool that allows the county to manage subscriptions, content, security roles, privacy policies and full e-commerce functionality for the portal. The solution should not be bounded by a departmental focus but, allow the county to harness market opportunity through the lens of data integration, not as a departmental software provider.

Applying data-management techniques should improve internal efficiencies of county government. Having a single interface to stores of data in multiple departments, county employees gain the same efficiencies as external users as well as have the opportunity to further leverage their GIS investment

Business customers (appraisers, title companies, and others involved in land sales and transfer) must now visit multiple county departments to collect information necessary to do their jobs, or pay large fees to third party private sector aggregators of county property records data. Some departmental applications are web-enabled or otherwise organized so that the tasks are made easier. Solution should allow users access the portal through the internet, for the county and retrieve data through a secure, intuitive, integrated user interface—all accomplished without going to the courthouse.

## **County Efficiencies**

As the solution users access and otherwise gather information through the portal, there is no need for them to occupy the time of county employees at service desks to assist with in-office requests. This means that county personnel may be re-directed to other pressing or more strategic tasks. County administrators say that internal efficiency gain is the most important value-benefit of the Solution. In addition, individual departments will have direct access to a data across different county departments and will be able to (further) leverage their existing investment in GIS to meet the business needs of the county.

Business users certainly understand the time-saving implications of having integrated county property information quickly and broadly accessible without going to multiple web sites, physically going to the county or purchasing property records from secondary sources.