

COUNTY OF SAN DIEGO

EMC software products help the ARCC store and access images from a variety of applications and remote locations



ESSENTIALS

Challenges

- To enhance customer service and enable e-commerce with improved document management

Solution

- Document management, corporate governance and compliance, and transactional content management using EMC DiskXtender, EMC ApplicationXtender, and EMC ApplicationXtender Web Access

Key benefits

- Onsite access to information provides citizens with faster and improved access to public information
- Daily digitized images are sold to subscribing title plants, creating additional revenue sources

The San Diego County Assessor/Recorder/County Clerk (ARCC) serves over 2.9 million citizens and supports a volume of several million transactions annually. ARCC is responsible for a variety of public services, including maintaining public records (including parcel maps, deeds, liens, judgments, and other official property records, in addition to birth, death, and marriage records) and issuing marriage licenses.

MANAGING SIX MILLION PAGES ACROSS FIVE ARCC SITES

Within the last several years, the three separate elected offices that make up the ARCC merged into one organization. Initially, each elected official was operating in his or her own technology environment, creating a situation in which there was no integration of data. However, as a single office, the ARCC is required by law to keep a permanent copy of county property records and official documents. With the county processing approximately one million property documents annually—and with a lack of integration between separate systems—managing the associated paper and enabling public access were significant challenges. Each piece of property in the county has between five and 20 pages of related appraisal documentation (over six million pages across five ARCC sites), one main office, and four branch offices. Frequently, accessing documents entailed lengthy delays or a more than 40-mile drive to the County Administration Center.

EMC HELPS ARCC IMPROVE DOCUMENT MANAGEMENT AND ENHANCE CUSTOMER SERVICE

As a result, the ARCC turned to Wave Imaging Corporation, a document management solutions provider and an EMC® partner. Wave Imaging helped the ARCC integrate their systems and implement an imaging system incorporating EMC DiskXtender®, EMC ApplicationXtender® (125 concurrent users), and EMC ApplicationXtender Web Access (150 concurrent users) products, as well as Kodak Digital Science production scanners and scanner/micro imagers. The ARCC can now store and access content from a variety of applications and remote locations, including over 400 desktops across several county departments.

Examples of enhanced service are far-reaching with the ARCC's five locations now able to provide citizens with onsite access to information within minutes. Gregory J. Smith, the county's elected assessor/recorder/county clerk, is pleased with the new system, which helps him meet his stated goal of "providing citizens with faster and improved access to documents, maps, and vital records."

“With EMC software, we have enhanced service to citizens, reduced departmental workload, and discovered new sources of revenue.”

GREGORY J. SMITH, SAN DIEGO COUNTY CLERK

In addition to making life easier for the citizens of San Diego, the EMC solution has enabled the ARCC to improve disaster recovery plans and minimize storage requirements. Over 400 county internal users now use ApplicationXtender to access the 25 to 30 million document images stored on Kodak and Plasmon automated disk jukeboxes managed by DiskXtender. Bill Pierce, chief deputy county clerk of San Diego County, explains how the solution helps in the area of property appraisal records, “Prior to the new system, we had no backup at all. Now, we have set up a program to digitize images from our legacy system so we can access them at any location using EMC ApplicationXtender. Not only does this provide us a backup system, it saves time and reduces the workload for staff as well. Before, anyone who went to a branch for an appraisal record handled by another branch would have to wait for that branch to call and have a copy made and then faxed to the branch. Now, people can just go to any branch and get access to their records immediately.”

GENERATING ADDITIONAL REVENUES

An added benefit of the transactional content management solution has been new sources of revenue for the ARCC. “Each day’s recorded documents are digitized and saved onto CD,” explains Smith, “and we sell those images to subscribing title plants. They get high-quality images—further enhancing service to citizens and creating yet another new revenue source as a result of our investment in EMC.” Realtime distribution of document images to subscribers has been accommodated by Image Distribution Services, an ASP-hosted solution developed and hosted by Wave Imaging Corporation since 1997.

ONLINE SERVICES AND E-COMMERCE

With increasing demand for online access to public information, the ARCC launched an initiative to provide web-based services over the Internet. Given the document-centric nature of the ARCC operation, the EMC system sits at the heart of the ARCC online services effort. Data from a variety of legacy platforms, including IBM mainframe and AS/400, is seamlessly integrated with document images and data within a simple, customized web-based interface, thanks to the expertise of Wave Imaging Corporation and the power of EMC ApplicationXtender Web Access. ApplicationXtender Web Access has enabled instant access to this data for the more than 400 internal users, public access through the public kiosk intranet, and Internet e-commerce through the website.

SUMMARY

Parcel maps, property characteristics, and even certified copies of official records are now available for secure, online purchase on the ARCC website. This not only offers the convenience of 24/7 availability of documents and data from almost anywhere in the world, it has also created an additional revenue stream for the ARCC.

CONTACT US

To learn more about how EMC products, services, and solutions help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at www.EMC.com.

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