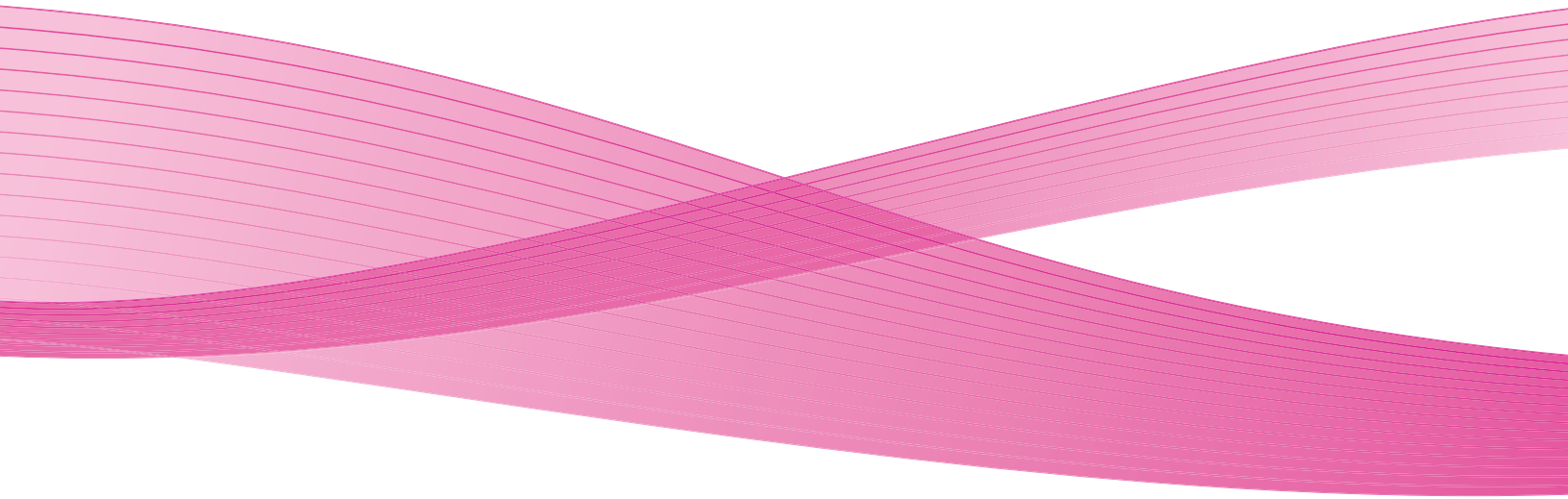


A county clerk had a vision of better records management. We delivered a 20/20 solution.

Our records management system scans, indexes, stores and provides microfilm archival copies for more than 1.2 million records.



Our recording and records management system enabled the County to digitize land records and vital statistics records.

The Challenge

In 1998, the County Clerk's office realized it needed a more efficient system for document recording and management. It wanted to provide a better service to citizens – one that would reduce wait times and simplify the process of accessing records. The Clerk also wanted to help County staff do their jobs better, as well as more quickly implement changes due to legislative mandates.

The Clerk's highest priorities, though, were that the new system be available 24/7, and that records indexing be highly accurate.

The Solution

To meet those requirements, we implemented a complete records management system. It allows the County to digitize land records and record real property documents – as well as vital statistics records, including birth certificates, death certificates, marriage licenses and more.

All confidential data are protected with user-level security, and backup microfilm is stored in a highly secure facility with separate security-controlled access, and temperature control and fire protection. All systems are designed with disaster recovery precautions.

Using our 20/20 Perfect Vision records management system, Denton's documents are recorded and available immediately. The system includes fee collection and cashing, imaging, highly accurate custom indexing practices, electronic recording and a Web-based portal making land records – even those dating back to the beginning of the County's history – easily accessible to the public.

All vital records have been scanned and converted, and are now available on the County's in-house system. We also provide Denton with complete map/plat recording and printing services, as well as support services which include hardware, software and operations. An interactive voice response system handles inquiries from the public.

The Results

With an efficient new system and processes, the Denton County Clerk was able to reassign staff to other functions and expand operations by opening a satellite office.

As a result of our partnership with the County Clerk's office, Denton now provides better service to the public for less cost. The results are clear:

- \$1 million savings in records recordation
- 200,000 transactions handled per year



Sector: Local Government

Solution: Government Records Management

Client: County Clerk, Denton County, Texas

Challenge: Provide accurate and efficient recording and management of vital land and statistics records

Results: A state-of-the-art system that adapts to changes and improves service

- More than 1.2 million images scanned and recorded
- Secure, 24-hour Web access to timely, accurate records

“I have been able to accomplish and achieve all the success I know because of the partnership with Xerox.”

Cynthia Mitchell,
Counter Clerk,
Denton County, Texas

You can learn more about us at
www.xerox.com/businessservices.

The Bottom Line

In Denton County, Texas, many land and vital statistics records date back centuries. Needless to say, preservation of these records is of utmost importance. Denton needed a trusted partner to provide a records management system to scan, index, store and provide a microfilm archival copy for more than 1.2 million records.

The County Clerk selected us to provide a complete recording and records management system for use by County staff and the public. The system lets users record documents such as deeds and birth certificates so they can be viewed and researched instantly – with recorded documents returned in days rather than weeks. The bottom line: it's a highly efficient system that provides a great public service and a simple, time- and cost-saving solution.