



IDT

putting paper in its place

Government

Will County Recorder's Office Achieves over 100% Increase in Productivity and Efficiency with Hybrid Digital Preservation Imaging System from IDT



With a booming population comes a proliferation of paper – something the Will County Recorder's Office knows all about. Over the past 4 years, the number of documents they need to scan, index, and archive for residents in Illinois' fastest growing county increased nearly 100 percent.

When former County Recorder Mary Ann Stukel took office in December 1992, she began investigating imaging, also known as document management or enterprise content management, as a way to help manage property deeds, mortgages, plats of subdivision, and other records in her office's keep. Stukel recognized that the state mandated microfilming of these documents was not the most efficient way to store records because of the very manual process involved in making copies of these documents. Implementing an imaging system was the key to providing more efficient service to the public who needed access to these documents. By early 1994 the first system was up and running.

In 1998, Stukel contacted Kodak for a recommendation of a business partner who could help upgrade her current software. Kodak recommended Integrated Document Technologies (IDT) as the right team for the job. Working together on this first upgrade laid the foundation for future improvements and enhancements of the Recorder's Office imaging system, which enabled an increase in productivity from processing 300 documents per day to over 2000 documents per day.

Successive enhancements to the system included:

- Installing and configuring a Kodak, Mid-Volume Document Imaging Scanner allowing the Recorder's Office to begin capturing their documents using an industry standard digital format.
- Customizing and installing Kofax Ascent document capture and indexing software providing County operators with the ability to scan documents, perform quality control on the content and then index or "classify" them for long-term storage and retrieval.
- Integrating a "Digital Preservation Solution" developed by Kodak that provides long-term, reliable storage of the documents on Microfilm.

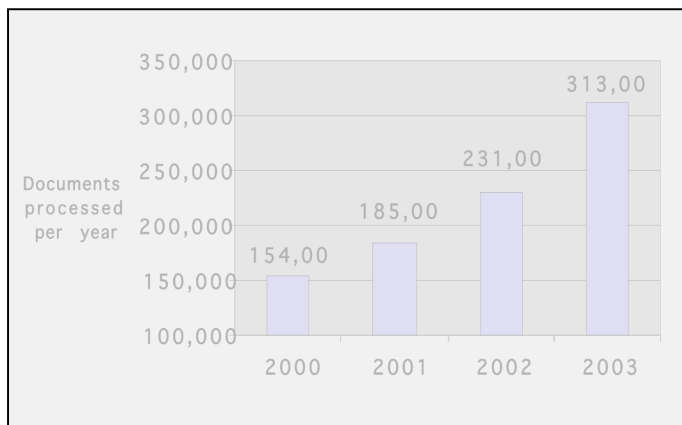
"IDT has helped the Recorder's Office live up to its mission of providing outstanding customer service and excellence in maintaining and preserving Will County land records."

- Mary Ann Stukel
Former Will County Recorder

The Digital Preservation Solution transfers or “archives” the digital image captured from a scanner to microfilm in a completely automated fashion. IDT and Kodak’s Hybrid method provides the County with the assurance of future access regardless of how technology evolves. The Digital Preservation Solution improved the efficiency of the process as users are able to immediately ensure the images are of good quality prior to archive.

- Implementing custom software from IDT called Magnum*TRANSACT™*, which eliminated the need to re-enter data into the specialized back-end recording and financial system used mainly by government offices from Manatron, Inc.

After several successive years of significant increases in the volume of documents they were handling, the Recorder’s Office system was in need of a more substantial system enhancement. In 2003, IDT replaced their original capture software with Kofax Ascent. While the original software worked adequately for the volume of documents they were handling when the system was first implemented, they needed something that was more robust, scaleable and flexible to keep up with the ever-increasing volume.



With the new capture software, IDT helped the Recorder’s Office progress from a single workstation solution to a system that is scaleable and distributed so that multiple people can process different parts of the overall procedure for creating the records database. With the current system, one person is responsible for the scanning of the documents and the second employee handles indexing and quality control

enabling a “dramatic increase in efficiency,” according to Mark Bersano, System Administrator for the Recorder’s Office. Another benefit of IDT’s improvements to the system is that documents can be searched for in a much timelier manner by employees or the public at one of 18 secure workstations. By connecting the repository with the county’s intranet system, any employee can search the database right from their desktop.

In addition to implementing new technology, IDT wrote custom integration pieces to leverage existing technology investments.

Customization work completed by IDT allowed:

- The ability to have an official unique document number stamped on every page in real-time as the document is scanned, rather than one employee’s full-time job being the task of manually stamping the 10 – 30 pages of every document. This stamp is automatically updated in real time if a rescan needs to be performed during the

initial scanning process, up until the time the documents are posted as permanent records.

- Customized log-in and tracking for security purposes.
- Integration with existing back-end system. All updates are also real-time in the back-end.
- Easier identification of corresponding microfilm documents. Images retrieved from the system contain the corresponding roll number for the microfilm version of the document.

The first office in Will County to utilize a document management system, the Recorder's Office hopes their success has set an example of what this technology can do for other areas of the county.

As for her advice to other government offices who may be considering implementing a document management system, Stukel says, "Think well ahead. Work with someone who has an eye towards the future and what the latest technology can do, while leveraging existing systems to maximize your investment."

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The Will County Recorder (www.willcountyrecorder.com) is committed to providing outstanding customer service and excellence in maintaining and preserving Will County land records. The Recorder's Office records legal documents such as deeds, mortgages, plats of subdivision, liens, releases, and military discharges.

IDT, Inc. (www.idt-inc.com) helps mid-market firms achieve maximum efficiency through document imaging, workflow automation, ERP, CRM and line-of-business solutions. From pre-engineered IDT Pilot PacksTM that ensure quick return-on-investment, to phased and flexible integration of industry leading software applications, IDT places the power of scalable systems at the client's fingertips. Since 1992, IDT has provided a single-source knowledge base for system design, integration, customization and long-term support.