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a tyler records & document solution

Riverside County Assessor-County Clerk-Recorder (ACR), California
Accomplishing More Through Streamlined Processes

At a Glance:

Employees: 171

Population: 2.3 Million

Tyler Client Since: 1999

Product Used: Eagle™ Recorder Software

Website: www.asrclkrec.com

Results:

- Minimized paper reliance
- Increased accuracy
- Eliminated 146 hours/year spent on manual processes
- Increased staff productivity

In Their Own Words:

"We wanted to partner with an entity that would address all of our concerns, encourage input into the development of the product and work collaboratively with us."

— Tauna Mallis,
Assistant Assessor-County Clerk-Recorder,
Riverside County ACR, CA

The Challenges

For years, the Riverside County Assessor-County Clerk-Recorder (ACR) conducted their daily operations using no less than three completely independent programs to provide services such as recording documents, issuing vital records and providing a searchable index to the public. Each program required varying levels of accessibility and support, which proved difficult for those that were no longer receiving current software updates.

Riverside County is the 10th-largest county in the nation, and the third-largest in the state of California, while the ACR maintains six offices and 40 service counters. With inefficient and outdated technology, providing comprehensive professional services to 2.3 million Riverside residents became increasingly challenging.

"Our staff would have to sign in and out of programs to perform typical duties, thereby causing delayed response times when transitioning between services," Tauna Mallis, the assistant assessor-county clerk-recorder for the Riverside County ACR, said. "We were seeking a fully integrated system that would consolidate all of the programs into one. We wanted to partner with an entity that would address all of our concerns, encourage input into the development of the product and work collaboratively with us."

The Solution

After weighing available options, the Riverside County ACR selected Tyler's Eagle™ Recorder software to integrate the functionality of each of their separate software applications while creating an extensive audit history to ensure the integrity of Riverside's records. Mallis said the decision to implement Eagle was a team effort.

"We had such a good team of people that helped make this possible. My coworkers Dan Boyd, Melissa Garcia and Michelle Martinez-Barrera were vital to helping this come together," Mallis said. "Peter Aldana, the elected assessor-county clerk-recorder for Riverside County, was also really instrumental and supportive of this collaborative effort with Tyler. It's been very beneficial and he's been very pleased with the outcome. Any success takes a true team effort."

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Moving Forward with Integrated Processing

After implementation, the impact of Eagle was felt almost immediately by the Riverside County ACR.

"Tyler's Eagle Recorder helped us move forward with many benefits, advantages and improvements," Mallis said. "One such benefit was being able to work with Tyler on developing functional requirement items, such as self-service kiosks, which allowed us to move towards a paper-light environment, which reduced keystrokes and shifted the responsibility of data accuracy on applications and search queries to the customer."

Tyler's Eagle software also made a big impact by allowing staff to streamline the processing of treasurer and tax collector documents. The software's automated functionality greatly enhanced Riverside's accuracy and efficiency.

Previously, each document required manual intervention in order to complete the workflow verification process. Mallis estimates that staff spent 35 seconds on each document, which adds up to a whopping 146 hours spent each year on an outdated, manual process. Eagle Recorder rendered that antiquated process obsolete.

"Eagle Recorder completely automates this process without manual intervention, thereby providing great savings," Mallis said. "Tyler's software has streamlined operations and made work more efficient and effective by employing simpler and faster working methods, while discontinuing the need to support three different systems."

Mallis added that another positive result of integrated software is that each of the recording staff is being cross-trained on all aspects of the recording process, resulting in improved staff understanding, efficiency and productivity.

Flexible Solutions

Mallis stated that the variety of features Eagle offers make it a perfect fit for counties searching for flexible solutions to meet their specific needs.

"Tyler and the Riverside County ACR collaborated to expand our county clerk module to be all-encompasing," she said. "That was really attractive for our county and for other counties in California that are starting to use a fully integrated system. Eagle Recorder added functionality that didn't exist before."

Mallis stated that, since each county has a different set of problems and thus different needs for their software, it's vital that they use software that can provide solutions that meet their circumstances. She referenced the importance of allowing each county to create their own forms that are specific to them.

"It's ideal to allow individual counties to build their own forms and auditing reports. It allows for the modification and customization of these items to give users the flexibility they need in their modules."

Sharing Ideas for Better Problem Solving

"Given that the Riverside County ACR is currently utilizing all modules in Eagle Recorder, we concluded that it would be beneficial to us and our California Tyler peers to form a user group," Mallis said. "As a principal member, we would share ideas regarding potential new functionality, thereby helping to further streamline processes."

The user group allows Riverside to share important ideas with other counties that might be able to benefit from the added functionality that the county is implementing. Mallis believes Riverside County is utilizing several features that could provide added value to counties throughout the state.

"For example, the security paper module enables us to scan and track every piece of bank note paper issued or voided at all of our offices. All counties who issue bank note paper would benefit greatly from this enhanced functionality. Also, having the ability to display the kiosk presentation screens in English and other foreign languages is an excellent feature for those counties with a diverse constituent base," Mallis said.

At the end of the day, Mallis believes the Riverside County ACR made the right decision in choosing Tyler's Eagle software to help the county reach its goals.

"When we selected Eagle, our goals were to update technology, streamline all processes to gain efficiencies and add new functionality that up until that point did not exist. Tyler allowed us to do all of that and more."

About Us

Tyler's Eagle product suite gives the county workforce the software they need to do their job effectively and efficiently. To learn more about this best-in-class solution, contact Tyler Technologies at **eagle.sales@tylertech.com** or **1.800.554.4434.**

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