

AiVitals and AiMarriage

CUSTOMER CASE STUDY

Clark County, Nevada

The Customer

- Clark County, Nevada
- 15th largest County in the United States
- Home to Las Vegas, the “wedding capital” of the world.

The Challenge

- Reduce wait times in the Marriage Bureau
- Reduce the amount of hours open the Marriage Bureau is open (typically 24 hours a day) while increasing the volume of records processed
- Multiple integration points

The Solution

- Full solution and services including:
 - *AiVitals*, including the *AiMarriage* option
 - Integrated cashiering
 - Full audit capabilities
 - Document preservation
 - Deployment

The Results

- Immediate Return on Investment (ROI)
- Decreased processing time by 50%
- Reduced hours of operation of the Marriage Bureau
- Maintain and exceed the volumes of processing over prior years
- Document preservation

THE CHALLENGE - Increase volume with fewer resources and a shorter processing time.

Clark County, home to the City of Las Vegas, is the 15th largest county in the United States and is the largest marriage bureau in the country. Clark County and the City of Las Vegas are famous for their drive-through wedding chapels and spontaneous weddings. The Clerk’s office issues over 10,000 marriage licenses per month.

In 2007, with an ever-increasing tourist population and the City of Las Vegas flourishing, the Clerk’s Office needed to automate the office and reduce wait times at the Marriage Bureau. Simultaneously, Clark County wanted to reduce the number of hours the Marriage Bureau was open which historically was 24 hours per day. The Clerk needed a solution that unified the processing of all records, including birth certificates, marriage licenses, fictitious names and notaries.

AMCAD proposed the *AiVitals* solution; an integrated, web-based .NET application utilizing Microsoft’s Smart Client technology and 3-tier architecture. *AiVitals*, including *AiMarriage*, streamlines office workflow and provides full audit capabilities while increasing staff productivity and decreasing processing times.

AiVitals provided the Clerk’s Office with integrated cashiering, data entry and verifications, scanning, reporting and public inquiry. The solution was installed at multiple remote sites to increase customer access to the Marriage Bureau. The solution allowed marriage applications to be submitted remotely, over the Internet, expanding the Marriage Bureau services and further improving office efficiency. Furthermore, AMCAD’s integrated eCommerce solution allowed the Office, for the first time, to accept credit card payments at the counter for any of the provided services.

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Ms. Parraguirre, the late Clark County Clerk, was impressed with the solution offered by AMCAD and with the reputation of the company and the employees, stating:

"This was a several year selection process. We wanted to be absolutely certain the solution we chose would be able to handle the needs of Clark County today and in the future. AMCAD has truly been wonderful. Their assistance throughout the process made the installation a great success."



"The success of our company illustrates our dedication to the management of public records, and solutions and services that facilitate the smooth transition to new technology to increase workflow, staff efficiency, and improve constituent service."

Tanya Ouzounova,
Implementation Manager

Providing Immediate ROI!

AMCAD with over 25 years of experience in records management, was able to deliver the *AiVitals* and *AiMarriage* solutions to provide an immediate return on investment to the Clark County Clerk's Office. Within one week of live operation, the average processing time for a marriage license went down an average of 50 percent from more than 30 minutes to less than 15 minutes. Clark County has since been able to successfully reduce the hours of operation in the Marriage Bureau and exceed volumes of prior years. *AiVitals* proved its reliability on July 7, 2007 when the Clerk's Office processed ten times its normal daily volume complications. The system proved successful yet again on November 11, 2011 when the office was able to average two licenses per minute. This was the same positive experience that Clark County had in the days leading up to October 10,



Here is what the current Clerk Diana Alba shared with AMCAD after 11/11/11:

"Thank you AMCAD. Yesterday we came close to breaking the highest single day record established on 7/07/07. We estimated that 3/4 of the licenses we issued yesterday were to couples who used AMCAD's on-line pre-application. It significantly reduced wait time. Our goal was to get couples in and out quickly so they could go out and have a great wedding. Between 8:00 am. and 10:00 am we issued 143 licenses (more than one per minute) and between 10:00 am. and 5:00 pm. we averaged 115 to 125 per hour, which is two licenses per minute! We had all 10 windows open and most of the day 6 or 7 of them were "express" windows for couples who took advantage of the web pre-application. In comparison, on 07/07/07, which was before we had the web pre-application we issued 1624 licenses and couples waited for hours. It was not good. Yesterday we issued 1427 and the average wait was about 30 minutes at the most intense part of the day. Just wanted you to know it went really well and we had very positive experience."