

#### The Customer

- Dallas County Clerk's Office
  - 9th largest County in the US
  - More than 12 Separate Locations
  - 65 million records in the system

#### The Challenge

- Short delivery timeline
- Multiple locations with multiple integration points
- High volume legacy data conversion
- Lack of legacy vendor support

## THE BUSINESS CHALLENGE - Large Scale, Multi Faceted, Short Timeline Deployment

Dallas County is the 9th largest county in the United States. With a population of more than 2.4 million people, the Clerk's office services more than 2,000 in person customers daily. In addition, Dallas County has 11 satellite offices and provides services for nearly 8,000 online customers daily. The complexity and size of the County coupled with the multitude of services and office locations presents a real challenge in implementing an integrated IT solution. The scope of the solution required software, hardware, software deployment services, conversion services, local support, real time indexing, and eFiling.

The complexity of the challenge was multiplied by the bankruptcy of the vendor who installed the system only 3 years ago and was no longer able to provide ongoing system maintenance services. Dallas County Clerk John F. Warren immediately set out to find a provider that would partner with the Clerk's Office to deliver a complex solution to substantially improve office operations, address the needs to digitize legacy documents and vastly enhance the end user's experience with government services. All this to be delivered at a speed rarely attempted for such a complex undertaking!



*"One additional factor that greatly influences efficient productivity is that AMCAD is a single source provider. We are very proud of the fact that we are one of the only teams in the records industry offering a full breadth of services and solutions. Many vendors are equipped to perform only one or two tasks of a project in-house; the rest being shipped to other companies. AMCAD's comprehensive service offering ensures a quality product managed by a single team eliminating costly errors and ensuring quality control."*

**Ryan Schoenfeld, Project Sponsor**

#### The Solution

- Full solution and services including
  - AiLIS
  - Hardware
  - Legacy conversion
  - Legacy redaction
  - Document Preservation
  - Integration
  - Day forward indexing

#### The Results

- Complex project completed in 10 weeks
- No downtime for Dallas County or their customers
- Enhanced workflow and services to constituents
- Superior searching abilities across the Clerk's and Assessor's systems



John F Warren, the Dallas County Clerk, was thrilled with the successful implementation, stating:

*"What AmCad and I have done has never been done before in Dallas County. Because of the commitment from both our teams, Dallas County is on its way to becoming the flagship in the State of Texas."*

## Providing complex implementation and integration services on a truncated timeline!

American Cadastre, LLC, with over 25 years of experience in the land records management, could offer all of the major components of the project without subcontractors, making it uniquely positioned to implement such a complex solution in the short timeframe required. In addition, AMCAD's Integrated Land Information System (AiLIS) was a robust proven software solution that had successful installations in large municipalities both in Texas and throughout the country. A land records implementation of this scale contains many facets, including the integration into five separate electronic filing agencies, online assumed name and marriage filing, public data access, extensive hardware and networking to provide real time access to 12 separate locations located through the Dallas Metropolitan, conversion of over 4 Terabytes of data and images, and off site day forward document indexing.

AMCAD was able to meet the implementation schedule by implying a project management team that included personnel who specialized in each of these key areas, allowing AMCAD and the County to reach key milestones, which would typically be done in succession, in parallel. AMCAD also used its extensive expertise in domain and technical solutions to increase efficiency in several areas such as the redaction of sensitive information, utilizing AMCAD's Auto-Redaction capabilities, and implementing integration to the Texas Department of Vital Statistics. This significantly reduced the level of effort required for the indexing of vital records maintained by the Clerk's office.

AMCAD completed the implementation activities on schedule and on budget, exactly 10 weeks after the contract was initiated by Dallas County. From day one, all vital system operations were up and running and being performed by Dallas County staff with only moderate assistance from the AMCAD project team.