

Aptitude Solutions

Case Study :: Pinellas County, Florida

PINELLAS COUNTY CLERKS OFFICE ADOPTS INNOVATIVE RECORDING SOFTWARE

A NEW SOLUTION

In January of 1981, The Honorable Karleen F. De Blaker took the oath of office, becoming Clerk of the Circuit Court for Pinellas County, Florida. At the first of many four year terms of service, Clerk De Blaker set out to conquer a number of ambitious goals. One of her aims maintained to better service the citizens of Pinellas County through improved efficiencies in the Recording Offices. She envisioned this milestone as a way to return recorded documents *over the counter* immediately after recording took place. Until recently, this was a vision that was still out of reach.

In addition to offering immediate document return, Clerk De Blaker sought a way to eliminate the County's growing backlog. One of the primary influences affecting the backlog was the need to distribute mail out to branch offices for processing, which then had to be sent back to the main office for mail out. The high number of document touch points and paper passing posed issues such as misplaced documents and increased delay in recording and document return.

PROJECT PLAN

Just a few months before going Live with the OnCore Recording System, the Aptitude team worked with key representatives from Pinellas County to begin the pre-installation phase. A site visit and department walk through were conducted to evaluate special needs, additional hardware requirements, and restructuring of office space. Project leaders calendared regular meetings and established goals and milestones. During the pre-installation workflow evaluation, the team

uncovered many problems currently facing Pinellas County's recording department including: 1) recording backlogged up to 14 days, 2) unable to return documents in timely manner, 3) no method for quality controlling work or measuring employee productivity, 4) constant mailing and paper passing to remote offices for workload distribution caused misplaced documents and increased delays in recording and return. Aptitude partnered with Pinellas representatives and the team set out to resolve these issues through the implementation of OnCore.

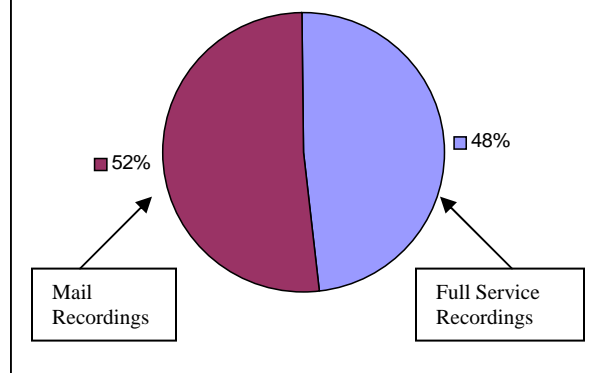
KEY SUCCESSES

On December 8, 2003 Pinellas County installed the new and innovative recording system, OnCore. The installation of OnCore made returning documents to customers over the counter an instant reality.

When becoming Clerk in 1981 one of the goals was to totally record over the counter and return documents immediately to the customer. This has now been accomplished with OnCore!

-- The Honorable Karleen F. De Blaker

Customer service efficiency increased with OnCore:
48% of recordings returned over the counter.



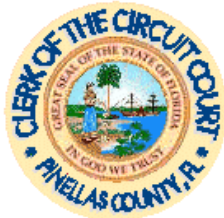
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OBSTACLES TO OVERCOME

Before going live with OnCore, Pinellas County partnered with Aptitude Solutions to identify and overcome several obstacles:

- ❑ Recording backlogged up to 14 days
- ❑ County forced to pay overtime at up to \$45,000 every two weeks
- ❑ Unable to return documents in timely manner
- ❑ No method for quality controlling work or measuring employee productivity
- ❑ Constant mailing & paper passing to remote offices for workload distribution caused:
 - Misplaced documents
 - Increased delay in recording & return



SUCCESSSES AT A GLANCE

After installing the OnCore Recording System, Pinellas County saw their goals come to light. Aptitude Solutions offered new innovative technology that streamlined the recording process:

- ❑ OnCore installed on December 8, 2003
- ❑ **OnCore eliminates backlog in 6 weeks**
- ❑ Record 2,000 average daily documents
- ❑ Highest number recorded apx 3,500
- ❑ **OnCore eliminates overtime**
- ❑ OnCore enables immediate document return over the counter
- ❑ Electronic work distribution to remote offices through OnCore's queues
- ❑ Reporting queue lists show pending work
- ❑ Statistics tracking illustrates user productivity
- ❑ System audits track error ratios

ELIMINATING BACKLOGS

Pinellas County was able to eliminate their 14 day backlog in less than six weeks. They now process mail documents with a 24-hour turnaround time. The eliminated backlog and no wait document return service for walk-in customers was made possible through OnCore's unique scan up front approach. By imaging up front, the documents are now distributed throughout the offices electronically for quality control, indexing, and verifying. This feature sped up the recording process at the main office by eliminating document touch points. Work no longer has to be mailed to branch locations for processing, and then mailed back to the main office for scanning and mail out.

REMOTE ACCESS

Branch offices no longer operate independently and can now share in the workload distribution. OnCore's reporting queue lists show the amount of pending work and allow employees remote access to electronic queues from branch locations. Managers and supervisors can now monitor workflow through the queues and assign employees to filter documents accordingly.

SETTING BENCHMARKS

OnCore has offered Pinellas County many other tools for managing production such as statistics tracking reports that measure user productivity. This in conjunction with system audits and error tracking allows the County to set benchmarks and goals for employee evaluations.

IN CONCLUSION

With OnCore's new technology in place, Pinellas County can now focus on servicing their customers, and are now set up to handle high volume e-recording and increased workloads. The partnership between Pinellas County and Aptitude Solutions continues as we look ahead to the future.

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