



RiverPoint



On-Line Tool Provides Added Convenience, Security for County Recorder

NetLeverage™ Solution

"The productivity gains realized by the DuPage County Recorder's Office illustrate how automated processing and on-line access can benefit both internal staff and our customers.

Our RiverPoint system permitted us to dramatically reduce staff time and allowed resources to be focused on continued excellence in customer service and other vital tasks."

Rick Carney
DuPage County Recorder

Client

Located 20 miles west of Chicago, DuPage County is one of the most dynamic growth centers in northeastern Illinois ranking as the 42nd largest county in the U.S. The **DuPage County Recorder's Office** is responsible for the accurate and timely recording, archiving and retrieving of all documents submitted for recording; with the majority involving the real estate transfers executed throughout the county. In 2003, the DuPage County Recorder's Office processed 484,000 documents.

Challenge

With the population nearing one million residents and interest rates at an all-time low, the Recorder's Office was confronted with the task of supporting this tremendous growth in recordings while still executing on its mission. Having added customer convenience and greater efficiencies of operation as its objectives, the Recorder's Office sought avenues to support both the County's growth and the Offices' goals. As a pioneer in automating functions within a Recorder's Office, the DuPage Recorder recognized that new breakthroughs were available to optimize their daily operations. The Office actively sought a partner who would help incorporate emerging technology while maintaining the high level of productivity and service demanded by the Office's customers.

RiverPoint Group, with a strong background in developing solutions for the public sector, was selected to develop a system to provide searchers access to recorded documents over the Internet, interfacing with the existing software used to index and digitize the recorded documents.

RiverPoint Solution

In the initial phases of the project, RiverPoint worked with members of the Recorder's Office team to develop a comprehensive understanding of the potential website users. After the needs of all user types were thoroughly assessed, RiverPoint consultants developed different classes of access and created permissions, functionality, and pricing models specific to the needs of each class of user. Additionally, to provide added convenience for the County's professional users, RiverPoint included the capability for high volume users to pay for documents using either a subscription price or a prepaid account.

With a detailed review of the user requirements and the Office's objectives, RiverPoint undertook the development of the site utilizing the Company's proprietary NetLeverage™ application framework. The modular nature of NetLeverage™ ensured the tool would not only have the stability demanded by users, but would also be scalable to accommodate future growth. Additionally, the RiverPoint team was able to use the flexibility of NetLeverage™ to seamlessly connect the new tool to the County's legacy applications, archived information and third-party document imaging systems.

Although the convenience of the site was important, security of transactions and information was of paramount concern for both RiverPoint and DuPage County officials. RiverPoint utilized secure eCommerce software to guarantee a protected communication using the Secure Socket Layer (SSL) encryption technique. This software also provided unparalleled support for credit card transactions and information verification. On-line payment functionality also provided the Recorder's Office with a new revenue stream. By utilizing the County's centralized data center and the Office's own server-based systems, these additional revenues were all realized by the County and not shared with other third-party organizations.

In addition to the document retrieval website features, RiverPoint implemented a robust administrative/maintenance module. This module provides the site administrator with the ability to not only control access and change pricing, but also to track the site's statistics through daily activity and payment transaction reports.

Technical Environment

The technical environment for the County Recorder Solution is built on the Microsoft .NET architecture running on a Windows 2003 server. The custom branded web application user interface is built using ASP.NET, HTML, & Javascript. The middle layer business logic, the DocumentBroker, is built using Visual Basic.NET and is componentized for easy support and customization. The Database layer is supported by SQL Server 2000 and stored procedures creating a secure data layer.

The integration architecture is different for each customer's individual environment. At DuPage County the legacy document index data was on a mainframe CICS/VSAM application accessed via TC*Access, the document images were accessed via Fidlar's HBX component, and large format documents were accessed via OCE's One Write component.

Benefits

Launched in early 2004, the final system has had a tremendous impact and supports the County of DuPage Recorder's Office's mission to provide exceptional customer service to the residents and businesses it serves.

With RiverPoint's system in place, the DuPage County Recorder's Office has been able to:

- Reduce the processing time, ensuring accurate and timely information is available to all classes of users via the Internet.
- Reduce the involvement of its personnel, allowing for more focus on continued excellence in customer service in other areas of the Office.
- Enhance convenience to the customer by providing the capability to review and obtain copies of documents without having to physically appear in the Recorder's Office.
- Ensure accurate reporting for the customer and the Recorder's Office by providing the functionality to track both daily activity and charge transactions.
- Increase the revenue stream for the County.



RiverPoint

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