

Devices, Infrastructure, Media

CONVERGE TO IMPROVE SERVICE FOR SAN DIEGO COUNTY ASSESSOR



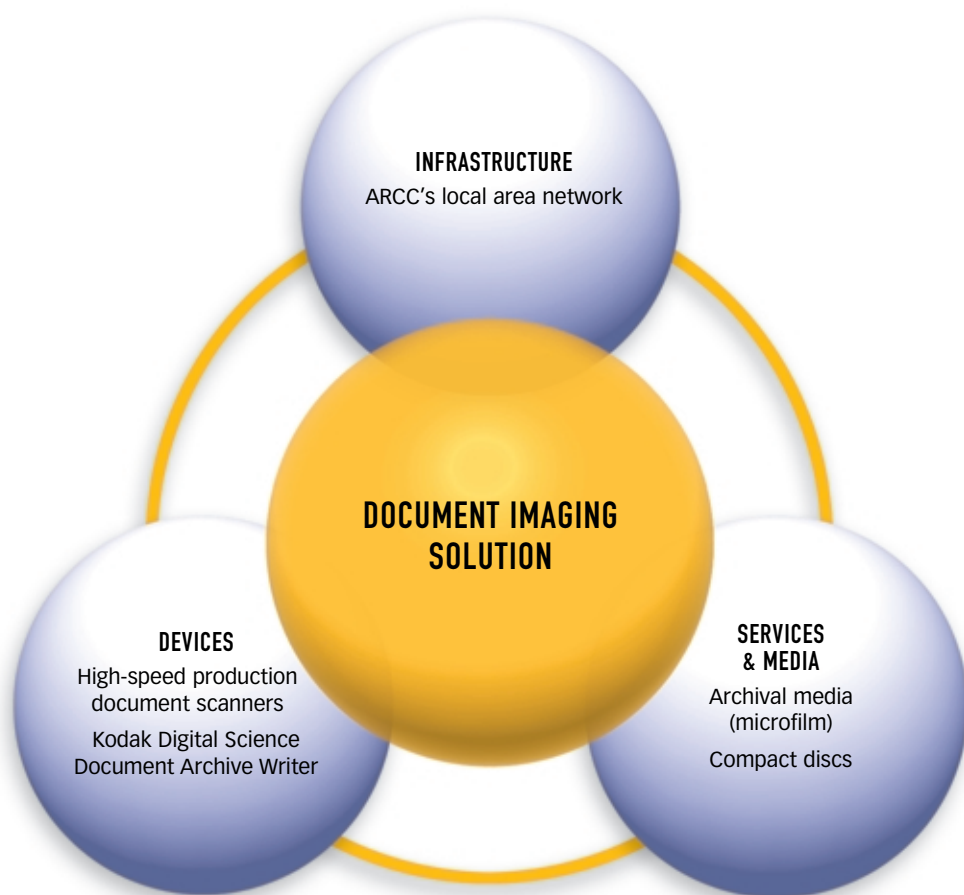
A Kodak high-speed production document scanner (device) was deployed to scan, index and rescan nearly 26,000 images per day.

OVERVIEW: BEFORE INFOIMAGING

The San Diego County Assessor/Recorder/County Clerk (ARCC) is required by law to keep a permanent copy of county property records and official documents—parcel maps, deeds, liens, judgments and other official property records. Approximately 800,000 property documents, many consisting of multiple pages, are routed through the department annually. In a paper-based system, this information was difficult to manage and public accessibility was limited. The paper-based system forced county residents to have to drive to a central location to view documents—a distance that for some exceeded 40 miles. Additionally, it took a couple of weeks for copies of documents to be available for public viewing. Also, under the paper-based system, ARCC staff members responding to inquiries had to shuffle through paper files to locate the requested information. Staff time was then dedicated to refiling paperwork, which opened the door for misfiles.

INFOIMAGING IN ACTION

To solve these problems, ARCC turned to Wave Imaging Corporation, a document-management solution provider that used Kodak infoimaging technologies for ARCC's benefit. A Kodak high-speed production document scanner (device) was deployed to scan, index and rescan nearly 26,000 images per day. These digital images are then stored in an optical disk library and are imported to ARCC's local area network for network-wide access (infrastructure). During the night, the images are burned onto compact discs (media). For official archival records, ARCC uses the Kodak Digital Science Document Archive Writer 4800 (device) to convert the digital images to microfilm (media).



Staff members can view maps and documents from their own workstations, eliminating the paper shuffle and decreasing the errors inherent in refiling paper documents.

INFOIMAGING'S IMPACT

- Infoimaging technology enables administrators to retain trustworthy, authentic and complete official records in a sustainable format. At any moment, the record can be reproduced easily without dependence on specialized computer technology.
- This infoimaging-based system enables information to be available to the public within 24 hours of scanning vs. the typical two-week delay for documents to be available in the paper-based system. County residents can now access information at five local offices because the images are on the ARCC's local area network, rather than having to drive as far as 40 miles to a single central location.
- Staff members can view maps and documents from their own workstations, eliminating the paper shuffle and decreasing the errors inherent in refiling paper documents.
- In addition, the ARCC can sell packages of recorded documents saved on the Internet or CD to companies on a daily basis, which generates new revenue for the department.
- A new forecast for North America from InfoTrends Research Group shows that unit shipments of document imaging scanners (low- through high-speed) are growing at a projected 33 percent annually through 2006, with revenues growing 12 percent.

For more information about infoimaging, go to:
www.kodak.com/go/infoimaging