



## County of San Diego

### Enhancing customer service and enabling e-commerce with improved document management

#### Benefits

- Onsite access to information provides citizens with faster and improved access to public information
- Daily digitized images are sold to subscribing title plants, creating additional revenue sources

#### Business overview

The San Diego County Assessor/Recorder/County Clerk (ARCC) is responsible for a variety of public services, among them maintaining public records (including parcel maps, deeds, liens, judgments, and other official property records, in addition to birth, death, and marriage records), as well as issuing marriage licenses and fictitious business names. The ARCC serves over 2.9 million citizens in the county, and supports a volume of several million transactions annually.

#### Challenges

Within the last several years, the three separate elected offices that make up the ARCC merged into one organization. Initially, each elected official was operating in its own technology environment, creating a situation in which there was no integration of data. However, as a single office, the ARCC is required by law to keep a permanent copy of county property records and official documents. With the county processing approximately one million property documents annually—and with a lack of integration between separate systems—managing the associated paper and enabling public access were significant challenges. Each piece of property in the county has between five and 20 pages of related appraisal documentation (over six million pages across five ARCC sites), one main office, and four branch offices. Frequently, accessing documents entailed lengthy delays, or a more than 40 mile drive to the County Administration Center.

#### EMC solution

As a result, the ARCC turned to Wave Imaging Corporation, a document management solutions provider and an EMC partner. Wave Imaging helped the ARCC integrate their systems and implement an imaging system incorporating EMC<sup>®</sup> DiskXtender<sup>®</sup>, EMC Documentum<sup>®</sup> ApplicationXtender<sup>®</sup> (125 concurrent users), and EMC Documentum ApplicationXtender Web Access (150 concurrent users) products, as well as Kodak Digital Science production scanners and scanner/microimagers. As a result, the ARCC can now store and access content from a variety of applications, and from a variety of remote locations, including over 400 desktops across several county departments.

Examples of enhanced service are far-reaching, with the ARCC's five locations now able to provide citizens with on-site access to information within minutes. Gregory J. Smith, the county's elected assessor/recorder/county clerk, is pleased with the new system, which helps him meet his stated goal of "providing citizens with faster and improved access to documents, maps, and vital records."

## Business profile

### County of San Diego

The ARCC is responsible for a variety of public services and serves over 2.9 million citizens in the county

### Industry

Government

### Geographies

Located in San Diego, California

### Business solution

Document management; corporate governance and compliance, transactional content management

### EMC products

EMC DiskXtender, EMC Documentum ApplicationXtender, EMC Documentum ApplicationXtender Web Access

### Deployment summary

EMC software products help the ARCC store and access images from a variety of applications and remote locations, including more than 400 desktops across several county departments.

### EMC partners

Wave Imaging Corporation

In addition to making life easier for the citizens of San Diego, the Documentum solution has enabled the ARCC to improve disaster recovery plans and minimize storage requirements. Over 400 hundred county internal users now use ApplicationXtender to access the 25 to 30 million document images stored on Kodak and Plasmon automated disk jukeboxes managed by DiskXtender.

Bill Pierce, chief deputy county clerk of San Diego County, explains how the solution helps in the area of property appraisal records: "Prior to the new system, we had no backup at all. Now, we have set up a program to digitize images from our legacy system so we can access them at any location using ApplicationXtender. Not only does this provide us a backup system, it saves time and reduces the workload for staff. Before, anyone who went to a branch for an appraisal record handled by another branch would have to wait for that branch to call and have a copy made and then faxed to the branch. Now, people can just go to any branch and get access to their records immediately."

### Generating additional revenues

An added benefit of the transactional content management solution has been new sources of revenue for the ARCC. "Each day's recorded documents are digitized and saved onto CD," explains Smith, "and we sell those images to subscribing title plants. They get high-quality images—further enhancing service to citizens and creating yet another new revenue source as a result of our investment in Documentum." Real-time distribution of document images to subscribers has been accommodated by Image Distribution Services, an ASP-hosted solution developed and hosted by Wave Imaging Corporation since 1997.

### Online services and e-commerce

With increasing demand for online access to public information, the ARCC launched an initiative to provide web-based services over the Internet. Given the document-centric nature of the ARCC operation, the Documentum system sits at the heart of the ARCC online services effort. Data from a variety of legacy platforms, including IBM mainframe and AS/400, is seamlessly integrated with document images and data within a simple, customized web-based interface, thanks to the expertise of Wave Imaging Corporation and the power of ApplicationXtender Web Access. ApplicationXtender Web Access has enabled instant access to this data for the more than 400 internal users, public access through the public kiosk intranet, and Internet e-commerce through the website.

"With EMC Documentum software, we have enhanced service to citizens, reduced departmental workload, and discovered new sources of revenue."

Gregory J. Smith, San Diego County Clerk



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Customer Profile  
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## Summary

Parcel maps, property characteristics, and even certified copies of official records are now available for secure, online purchase on the ARCC website. This not only offers the convenience of 24/7 availability of documents and data from almost anywhere in the world, but it has also created an additional revenue stream for the ARCC.

## About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at [www.EMC.com](http://www.EMC.com).