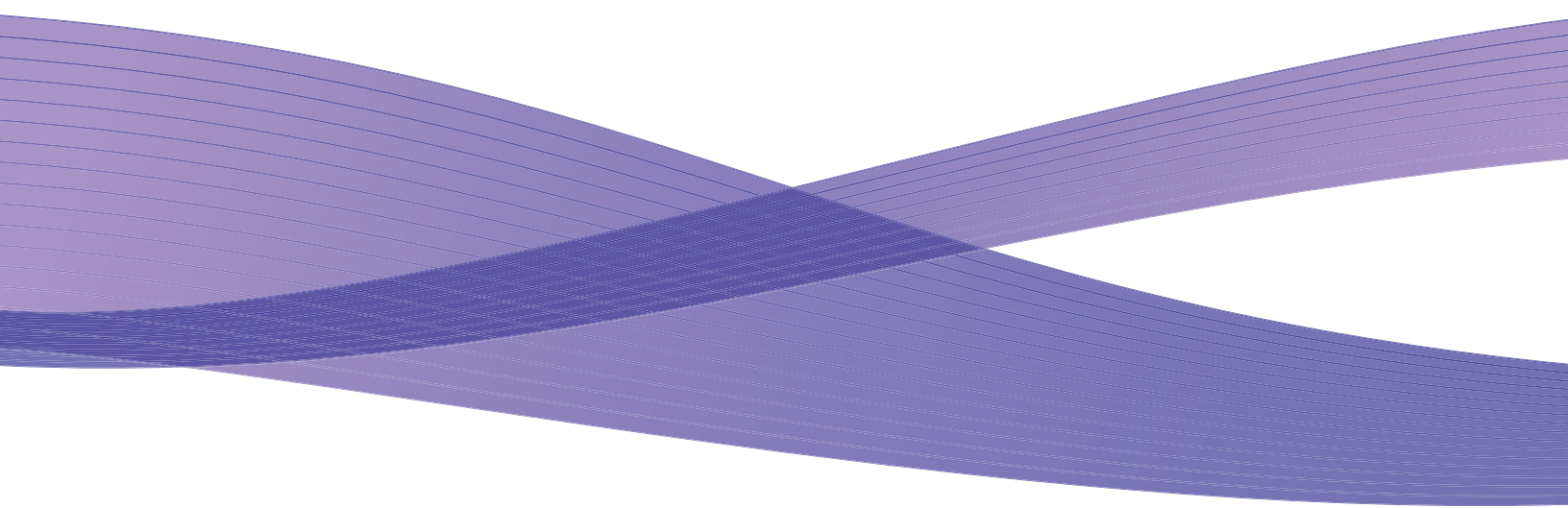


A district clerk needed reliable access to court records. We stepped up for the backup.

Our time- and cost-saving service met the County's need by digitizing and backing up 26 million court records.



Twenty-six million images scanned and recorded. It was all part of our complete conversion of vital public records.

The Challenge

The El Paso County, Texas, District Clerk, Gilbert Sanchez, was faced with a considerable challenge when looking to digitize more than 26 million pages of historical records. He had to index and image the County's court documents, making them computer-searchable for the public, as well as provide a permanent backup for disaster recovery. The solution would allow his staff and the public to obtain records in a convenient and cost-effective manner.

Selecting a qualified contractor to tackle such a huge challenge involved a comprehensive process. Each of five candidates was required to provide an extensive sample production image and index output, consisting of more than 250,000 images. Each sample was put through several review and testing processes by the District Clerk staff, the purchasing officer and El Paso County IT personnel.

In the end, El Paso selected us to provide a complete, cost-effective services solution, leveraging our national capabilities and industry experience.

The Solution

As part of our longstanding partnership with El Paso County, we converted over 6.5 million microfilm and original documents of property records, and re-indexed over two million real property instruments for the Clerk's office.

The El Paso County project is funded entirely by records management fees that were created specifically for this project; only a small amount of the County's general funds were used. The project will be completed over seven years and cost about \$2.2 million.

Sanchez's vision for public availability of court records has been realized through the implementation of our advanced services and technologies. The new access system has added considerable value to citizens and other individuals looking to obtain historical court records in real time.

The Results

Digitizing more than 26 million criminal and civil pages/images provided automated access and retrieval of all historical case files. We captured, digitized and created a new electronic index on each case for a complete conversion of vital public records.

The results are clear:

- More than 26 million images scanned and recorded
- 50 percent reduction in call wait times
- 90 percent customer satisfaction rating
- Request response time reduced from an average three days to three seconds
- Secure, 24-hour Web access to timely, accurate records



Sector: Local Government

Solution: Government Records Management

Client: District Clerk, El Paso County, Texas

Challenge: Provide automated access/retrieval of historical case files, backup for disaster recovery and better service to customers

Results: A state-of-the art electronic case file database that provides access and backup to historical records

"ACS has been there for El Paso County every step of the way."

Gilbert Sanchez,
District Clerk,
El Paso County, Texas

You can learn more about us at
www.acs-inc.com.

The Bottom Line

El Paso County, Texas, manages millions of public records dating back to 1873. So access and preservation of these records are of utmost importance. The County needed a partner it could trust to scan, index, store and provide a permanent

backup for disaster recovery. We met the County's need for an electronic database to access and retrieve its historical court records. The bottom line: an efficient, time- and cost-saving solution that provides a great public service.