



Leon County Property Appraiser's Office Provide Convenience and Streamline Operations with iasWorld SmartFile

Industry: County Government
Location: Tallahassee, Florida
Population: ~275,487
Tyler Client Since: 1998
Tyler Product(s) Used: iasWorld®,
iasWorld® SmartFile

In Their Own Words:

“SmartFile is the biggest no-brainer, homerun project we’ve ever undertaken. We’ve received nothing but compliments from the public. Plus, it takes half the time to process electronic applications, compared to walk-ins or mail-ins.”

— Chris Lewis, Chief Information Officer,
Leon County Property Appraiser's Office

Situation Overview

The Leon County Property Appraiser's Office is located in Florida's capital city of Tallahassee. Named after Spanish explorer Juan Ponce de León, Leon County is also home to two major universities — Florida State and Florida A&M — and more than 20,000 state employees. That means that the property appraiser's office serves a large population of highly educated, technically proficient and time-challenged constituents.

Many constituents had difficulty finding time to stop by the single, downtown property appraiser's office to drop off forms or stand in line. Because many property owners were technologically savvy, Leon County knew they needed an online solution to add convenience to the form-filing process. The next step was to contact Tyler Technologies. Tyler was already developing the solution Leon County needed and, soon, the county became the first jurisdiction to implement and use iasWorld SmartFile.

Key Constituent Benefits of iasWorld Smartfile

- iasWorld SmartFile enables constituents to easily submit forms and data electronically, eliminating the need to visit the property appraiser's office.
- Users receive online access to the applications and forms they need.
- Data from a prior year's filing can be pre-loaded onto a new form to make repetitive filings easier and more convenient.
- The status of each application is provided to users as it moves through the process.

iasWorld SmartFile is so easy to use that Leon County enjoyed a 60 percent participation rate in the first year and a 65 percent rate in the second year.

Efficiencies and Benefits for the Property Appraiser's Office

- iasWorld SmartFile empowers the property appraiser's office staff to easily capture and directly load electronically-delivered forms and data to the county's database.
- Process forms in about half the amount of time of printed forms, reducing data entry from days to hours, freeing up resources for other tasks.
- Add validation rules that check, validate and navigate how users input data.
- Reduce the effort, cost and turnaround time for interacting with taxpayers.
- Review filing data before publishing it to the live production system.
- Allow data entry staff to input hardcopy forms into the electronic system.
- Eliminate improper or inaccurate data as taxpayers data is loaded into iasWorld.
- Reduce in-office lines, fueling office staff productivity.

Constituents Need a Convenient Way to File Forms

Like all good public servants, the staff of the Leon County Property Appraiser's Office knows their constituents very well. Their citizens are highly-educated, technologically savvy and starved for time. It's little wonder why when you consider that Leon County is the home to two major universities, the Florida state capital and many prosperous businesses.

Local property owners found it difficult to carve out time to visit the county appraiser's office in downtown Tallahassee. The obvious solution was to find a more convenient way to help constituents access and file their necessary forms and paperwork without having to come to the office themselves. Leon County approached Tyler Technologies to create a solution that would take the form-filing process online.

Tyler was already working on a similar initiative, so within months a new form-filing solution was developed. After a series of testing and adjustments, the newly integrated iasWorld SmartFile solution was ready for implementation.

Online Form Submission Is an On-target Solution

iasWorld SmartFile delivered exactly what the Leon County Property Appraiser's Office knew their constituents needed — an easy and convenient way to access and submit forms and data electronically.

This iasWorld solution gave users online access to the forms they needed to complete. Property owners were also provided status reports as their electronic forms moved through the process.

There was no resistance internally or from the public regarding the implementation of iasWorld SmartFile. Instead of objections, the property appraiser's office received numerous accolades and notes of appreciation. Participation in the program was also exceptionally high. In the first year it was offered, the participation rate was an impressive 60 percent. It grew to 65 percent during its second year.

Both constituents and county staff agreed that there was no down side to offering iasWorld SmartFile. From the very beginning, it was a resounding success. Leon County had the instincts to recognize that, in today's digital economy, iasWorld SmartFile is not just something constituents want, it's a service they expect to have.

The Property Appraiser's Office Enjoys Many Found Efficiencies

The Leon County Property Appraiser's Office staff greatly appreciated the added efficiency gained through its integration of iasWorld SmartFile. The amount of time it took to process electronically-delivered forms was half that of paper forms. Many forms were also available online to constituents, eliminating the need for property owners to pick them up at the office or to engage office staff for assistance.

The new online filing capabilities helped ease the exemption clerks' workload, which contributed to the county's decision not to replace a clerk who recently retired. The efficiencies gained helped reduce costs.

The accuracy and efficiency that iasWorld SmartFile provides has streamlined how the Leon County Property Appraiser's Office functions. With its new efficiencies, they can better determine where their efforts and office staff need to be focused, while also continuing to receive something from constituents that is rare for an appraisal and tax office — praise and positive feedback.

Why Tyler?

- Tyler has more than 75 years of experience in the appraisal and tax software and services industry.
- You can depend on us to work with you to solve your most demanding challenges and ensure that your appraisal and tax solution supports a highly productive and efficient operation.
- With our evergreen philosophy, your software investment will remain up to date with the latest technology and software enhancements through a steady stream of significant, yet manageable updates without relicensing fees.
- Tyler's EverGuide™ initiative offers you the ongoing assistance you need to learn and use new functions and capabilities that come with software implementations and upgrades.
- You will be provided a wide array of ongoing support options. We consistently earn high marks in customer satisfaction.

About Tyler Appraisal & Tax Solutions

While many companies say they are the leader in appraisal software and services, we have the track record to prove it. Tyler has been serving the appraisal and tax industry for more than 75 years, successfully providing solutions to more than 1,300 jurisdictions, 49 states and 23 state capitals. You can count on Tyler to help you administer reliable, fair and equitable taxation. You benefit from the expertise of hundreds of veteran assessors who built their knowledge and know-how into iasWorld — knowledge only gained from countless years of experience. That experience combined with innovative functionality backed by 16 million assessment notices, seven million tax bills and 55 million parcels, makes for an unbeatably strong combination and provides you with staying power that will facilitate your appraisal and tax cycle empowerment.

Contact Tyler to learn more about this and other best-in-class appraisal and tax solutions.

Email at.sales@tylertech.com or call **800.800.2581**.