



iasWorld®

a tyler appraisal & tax solution

client profile



Clermont County Auditor Embracing Technology for Optimal Operations

Industry: County Government

Location: Batavia, Ohio

Population: 197,000

Tyler Client Since: 1995

Properties on 2014 Assessment Roll: 95,000

Tyler Products Used: iasWorld®, CLT Appraisal Services™, Tyler Verify™, Munis®, IAS™

In Their Own Words:

“We are always looking for growth and improvement opportunities. Embracing technological advancements and software updates while collaborating with Tyler ensures that our office is positioned to meet our goals.”

— *Linda Fraley, Clermont County Auditor, Clermont County, Ohio*

The Facts

One of the many duties of the Clermont County Auditor’s Office, located in Batavia, Ohio, is to see that every parcel of land and any building structure on it is appraised and assessed fairly and uniformly for tax purposes. The office’s duties cover providing customer service and support to its taxpayers, establishing defensible real property values, remaining compliant with Ohio laws and regulations, upholding fair and equitable taxation, collecting and disbursing taxes and more. As with most of today’s busy appraisal and tax offices, the county’s list of duties is long and requires the utmost attention and thoughtful execution while operating with limited staff and a strict budget.

The Clermont County Auditor’s Office strives to use the latest technologies to improve both its operational efficiencies and the services the office provides to the public they serve. It is their commitment to continuously improving the use of the county’s iasWorld® Computer-Assisted Mass Appraisal (CAMA) software that has earned them recognition in Tyler’s Excellence Award program two years running.

Key Challenges

- Staying up to date on the latest technology was historically costly and created inefficiencies during transition periods.
- Operating with limited resources, including a small staff and an ever-shrinking budget, highlighted the need to automate processes, leverage new technology and create an efficient work environment.
- Determining an implementation plan, including realizing what new technology was available and knowing the most effective time to implement had its challenges.

Benefits of Using the Latest Technology

- Each update and enhancement brought new features and functionality to the county, which afforded them the opportunity to advance their operations and positioned them for success today, tomorrow and well into the future.
- One such update, iasWorld Public Access, provided the county with the flexibility and freedom to combine information from iasWorld with their public-facing website. By updating to the new platform, the site became easier to navigate and the county had more customization capabilities, which boosted taxpayer and staff satisfaction.
- Every implementation and improvement involved the assistance and support of Tyler’s expert staff, making planning, strategy and execution a straightforward exercise for county staff. In addition, Clermont County dictated when to implement, which ensured that there were no disruptions to everyday tasks during transition periods.

The Challenge

Like most appraisal and tax offices across the country, the Clermont County Auditor's Office faced the daunting task of completing a laundry list of initiatives with limited resources. When Linda Fraley, the Clermont County Auditor, took office in 1995, the county was operating on an out-of-date CAMA system that created inefficiencies and a subpar working environment. Staying abreast on the latest technology had its challenges and proved to consume the county's precious time and resources. It was time to take action and find a better solution.

Paving the Way for a Bright Future

The better solution included partnering with Tyler Technologies, replacing the county's antiquated CAMA system with iasWorld software and pledging a continuous improvement philosophy that promoted technological advancements. This commitment to growth laid the groundwork the county needed to revamp practices and procedures, provided a strong foundation for seamlessly leveraging leading technology and started an invaluable relationship with Tyler Technologies.

The county's dedication for seeking out the latest advances in technology and processes paid off with every innovation and progression in the county's iasWorld CAMA software.

- Pertinent information was easier to find, staff productivity increased and office clutter disappeared after transforming paper documents to electronic files and tracking correspondence between taxpayers and office staff electronically.
- New dashboard navigation in iasWorld displayed key performance indicators, giving managers the ability to view processes and important information at a glance.
- Data analysis automation reduced the time it took to perform sales ratio analysis from three months to two weeks, allowing staff to focus their newfound time on taxpayers' needs.
- Disparate systems became a thing of the past with iasWorld's integrations with Esri®, Pictometry® and iLookabout, resulting in far-reaching efficiencies and a cost savings of 20-25 percent since data was accessible in a single system.
- Public access to on-demand tax bills and property data gave taxpayers the information they needed at their convenience, boosting their satisfaction.
- Increased efficiencies, improved accuracy and eradicated paper usage resulted from appraisers taking their work with them to the field using iasWorld's Field Mobile feature.

Clermont County has embraced change and advanced its appraisal and tax operations by partnering with Tyler for the last 20 years. Beginning with the implementation of iasWorld in 2010 and with each enhancement, tweak and improvement since, Tyler has worked alongside the county. Tyler's guidance every step of the way made planning, strategy and implementation as seamless and easy as possible. Tyler provided tremendous flexibility during the implementation of each new solution and worked in close collaboration with the county to address challenges and ensure a smooth-running integrated system. What's more, Tyler's practices allowed the county to dictate when updates took place in order to minimize downtime.

For more information, visit www.tylertech.com

Because the county is committed to continued improvement through evolving technology and takes the time to understand iasWorld's capabilities, office staff is able to work smarter and use the software to its fullest potential. Clermont County far exceeds customer service and staff satisfaction while adhering to all laws and regulations within a strict budget. The office is more efficient and staff and taxpayers are more satisfied than ever before.

Today, Clermont County continues to stay ahead of the curve by working closely with Tyler to learn more about new technology and put it into action as it becomes available. The county is specifically looking forward to moving to a software as a services (SaaS) environment and implementing some recent feature enhancements, including Activity Center and an upgrade to the latest Field Mobile feature in the near future.

Why Tyler?

- Tyler has more than 75 years of experience in the appraisal and tax software and services industry.
- Tyler's evergreen philosophy promises that 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 commitment to continuous improvement means that your office will always have access to the latest and greatest technology and the guidance to understand every capability so you can make sure your software solution is operating at its full potential.
- Tyler provides a large array of ongoing support options. Clients consistently give us high marks in customer satisfaction. A recent survey ranked iasWorld support as superior with 100 percent of those surveyed reporting they'd recommend Tyler Support.

About Tyler Appraisal & Tax Solutions

For more than 75 years, Tyler has been the trusted provider of integrated appraisal software and services to more than 1,300 jurisdictions in the U.S. and Canada. Given our deep public domain experience, we understand that when it comes to serving your jurisdiction, you need the right blend of innovative functionality and reliable performance in one integrated system.

iasWorld is the most complete appraisal and tax administration software package available. With its advanced features, robust integrations, mobile technology and automated workflow capabilities, iasWorld makes it possible for jurisdictions to address their unique assessment, valuation, tax collection and tax administration challenges — anywhere, any time and on any device. Discover how portable and user-friendly tax assessment can be.

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**.