



Catawba County Government Integrated Solution Provides Needed Access for Efficient and Effective Operations

Industry: County Government
Population: 154,339
Properties on 2012 Assessment Roll: 86,500
Tyler Client Since: 1978
Tyler Products used: CLT Appraisal Services, EnerGov®, iasWorld®, Univers

In their Own Words:

“Tyler has always been at the top of the chart with their appraisal software due to hands on knowledge of assessing and appraising. This is still the case with iasWorld.”

— *Georganna Stephens, Catawba County*

The Facts

Located in the foothills of the Blue Ridge Mountains, Catawba County, North Carolina is home to nearly 155,000 residents across 405 square miles. As technology advanced, the Catawba County appraisal office realized the need for an integrated computer-assisted mass appraisal (CAMA) software solution. The new solution needed to combine land records and CAMA data, store several years worth of historical data, integrate with other county software and generate cost, market and income values. Catawba County felt that these software attributes would allow the office to work more effectively and efficiently.

Key Challenges

- Reduce the time and effort needed to locate historical and current data to better and more efficiently serve taxpayers.
- Increase appraisers’ productivity and eliminate gas and paper waste by providing the means to complete reviews in the office.
- Simplify data entry by utilizing a centralized database.
- Create useful reports with a few clicks of a mouse.

Benefits of a Powerful, Integrated Solution

- Increased productivity since appraisal data — both historical and current — resided in a centralized location, making it easy to enter, recall and compare for the entire staff.
- Escalated efficiency with reports that are generated quickly with the click of a mouse.
- Saved time and money from integration with the register of deeds, Laserfische, geographic information system (GIS), Google maps and permitting data, allowing for quick and easy access to external data.
- Diminished carbon footprint by lowering gas and paper usage.
- Reduced travel expenses when reviews were completed in the office.

The Challenge

The Catawba County Property Appraiser office was using multiple disparate databases and systems to store and organize their land records and CAMA data. This forced staff to both search and maintain numerous data sources, which often resulted in an inefficient use of time and less than desirable customer service. Because the databases lacked the necessary integration to link data, tasks such as data entry, data search and report building were manual and time consuming.

Disparate data coupled with the appraiser's need to complete assessments in the field added to the county's inefficiencies. The lack of integrated data meant properties had to be manually appraised and paper documents were brought back to the office so they could be entered into the current system because an alternate solution wasn't available. This necessary fieldwork and manual process involved numerous steps, added to the county's carbon footprint by using unnecessary gas and paper, led to inaccurate data due to translation errors and proved to be inadequate and time consuming.

The Catawba County Property Appraiser office realized that with the advancement of technology, there had to be a more efficient, integrated solution.

Partnering with Tyler to Execute a Powerful Solution

That solution was iasWorld. Working with Tyler Technologies, the Catawba County Property Appraiser office combined Unifers, its then current Tyler appraisal software, and North Carolina Property Tax System (NCPTS), a land records database, into iasWorld — a highly integrated, comprehensive appraisal and tax administration software solution.

The iasWorld solution provided the county with a single, easily attainable, powerful system that accessed valuable information and reports with just one click. Money and time-saving efficiencies were discovered and tasks were completed at a higher level of accuracy as staff utilized iasWorld's functions and features such as customized reporting, data entry and maintenance, historical data storage and the integration of GIS, imaging systems, permitting, register of deeds and billings and collections.

With an integrated, single, powerful tax and appraisal solution, Tyler has helped Catawba County remove the barriers that prevented staff from working effectively, performing efficiently and executing with ease. The result of the implementation and integration of the iasWorld software was improved customer service, enhanced efficiencies, increased money and time savings, escalated productivity and improved satisfaction for the entire appraisal staff.

Why Tyler?

- Tyler has more than 75 years of experience in the appraisal and tax software and services industry.
- Tyler provides tremendous flexibility and guidance during implementation of all software and services, and will work with database connectivity challenges and other vendors to assure a smooth-running integrated system.
- 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 our client 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 and robust integrations, 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.