



iasWorld®

a tyler appraisal & tax solution

client profile



Cobb County Tax Commissioner's Office iasWorld Brings Ease and Efficiency to Tax-delinquent Property Sales

Industry: County Government
Location: Marietta, Georgia
Population: ~698,158
Tyler Client Since: 1998
Tyler Product(s) Used: iasWorld®,
CLT Appraisal Services™

In Their Own Words:

“Time savings are hard to calculate just yet, but using iasWorld will help us reduce a lot of the checks and balances we needed to go through to conduct a tax sale.”

— Pam Temple, Business Services Manager,
Cobb County Tax Commissioner's
Office, Georgia

“Other jurisdictions could definitely benefit from this functionality of iasWorld. It's a streamlined way of registering bidders for tax sales and maintaining previous bidder information. Now, there's no need for them to re-register.”

— Brad Lister, Business Services Analyst,
Cobb County Tax Commissioner's
Office, Georgia

The Facts

Located in the ever-expanding Atlanta metropolitan area, Cobb County, Georgia boasts a population of nearly 700,000. Its close proximity to major employers, attractions and recreational areas, such as the Chattahoochee River, makes it an ideal place to live.

On the first Tuesday of every month, the Cobb County Tax Commissioner's Office conducts a sale of tax-delinquent properties on the steps of the Superior Courthouse in Marietta. While the sales bring needed tax income into the county, preparing for and conducting sales has not been easy. Now, iasWorld is starting to change all that.

Key Challenges

- Preparing for and conducting monthly sales of tax-delinquent properties was an extremely time-consuming and inefficient process.
- Traveling between the Tax Commissioner's office and the county courthouse was necessary for each sale.
- Maintaining a constant connection to the employee's office computer via the county courthouse's Wi-Fi signal was essential to conducting the sale. The employee needed to secure remote access to his or her computer and then log into the property database to register interested bidders. One lost connection to the database and the accuracy of both the bids and bidder registration information could be compromised.
- Creating, emailing and processing contract reports after each parcel was auctioned consumed a great deal of time. The final step of the process required a team of employees from the county levy department to rekey all winning bidder information, opening up the possibility for human error.

Benefits of Using the Latest Technology

- Tapping into the power of iasWorld has streamlined and simplified the preparation and execution of each monthly property sale.
- Because many of the employees of the Tax Office are familiar with iasWorld, there are more people who are now qualified to conduct sales.
- Lists of tax-delinquent properties are now easily accessed for monthly sales.
- Bidders can also be registered and their records saved through a storage feature that's already built into iasWorld.
- After bidding ends on each parcel, employees can simply update the parcel record with the winning bidder's information, eliminating the need to email reports, attempt remote access to an employee's computer and rekey winning bidder information.

Before iasWorld, tax sales were inefficient and time-consuming

On the first Tuesday of every month, the Cobb County Tax Commissioner's Office conducts a sale of all tax delinquent properties. While the process helps the county successfully collect and settle delinquent tax bills, the process of preparing for and executing the sale is extremely time consuming.

On the morning of the tax sale, an employee of the county's Delinquent Tax division would log into the database containing bidder information. The employee would then review the county's legacy software databases and download the parcels that were marked to be sold.

To conduct the sale, the same employee would also have to travel to the Cobb County courthouse, secure remote access to his or her computer, and then log into the county's database to register interested bidders. This process was dependent on maintaining a constant Wi-Fi connection to the database. Any drop in connection could produce errors that would compromise the accuracy of both the bids and bidder registration information.

After bidding ended for each parcel, the employee would create a contract report from the database and email it in an attachment to a designated team of employees in the levy department. Members of the team would then rekey all winning bidder information, which opened up the possibility for human error.

iasWorld streamlined the entire sales process – from beginning to end

iasWorld is extremely flexible software that is designed to help jurisdictions meet the unique challenges faced by appraisal and tax offices. The Cobb County Tax Commissioner's Office was in the midst of upgrading to iasWorld. During initial configuration, they realized that the software could also be used to help organize and conduct their monthly property auctions.

The office's Business Services team worked with Tyler staff to identify iasWorld functionalities that would enable them to compile, store and access data pertaining to tax-delinquent properties, bidder information and more. Together, they were able to streamline the entire sales process — from bidder registration to creating tax sale contracts and tax deeds. By consolidating tax sale operations to the same environment as all other delinquent tax processes, the amount of training necessary to operate a tax sale was considerably reduced. Now, any employee with working knowledge of iasWorld could conduct a sale by:

- Accessing lists of tax-delinquent properties easily and safely
- Registering interested bidders with convenient, built-in features of iasWorld
- Updating parcel records with the winning bidder's information as each parcel is sold at auction, eliminating the need to email reports, attempt remote access to an off-site computer, or having other employees rekey information for each winning bidder

The property sales process has been transformed

The valuable functionalities of iasWorld have enabled the Cobb County Tax Commissioner's Office to streamline the process of conducting their tax-delinquent property sales. The results have included a significant reduction in the number of steps and the amount of time needed to execute an auction. By harnessing the many capabilities of iasWorld, Cobb County has emerged as an even more productive and efficient operation.

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 also be provided a wide array of ongoing support options. Our clients consistently give us high marks in customer satisfaction. A recent survey found that 100 percent of respondents would recommend Tyler Support.

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**.