

# **County Clerks & Recordors:**

Transforming the way people experience  
local government

Kofile 

# The Changing Dynamics For County Clerks & Recorders



**Michael Crosno, CEO, Kofile**

For over a decade now, customers like you have trusted us as a partner in transforming how people experience local government. No partner has been more instrumental in the evolution of Kofile than you, the County Clerks and Recorders with whom we collaborate on a daily basis. You, and the constituents you serve, shape the investments we make in new services and software as we work to deliver incredible value in a complex and rapidly-evolving, digital-first landscape. Now, more than ever before, the voice of the Kofile customer is aligned and the sense of urgency is pronounced.

## What we know: The world has changed and it isn't going back

**75%**

Recent data show we have vaulted five years forward in consumer and business digital adoption in a matter of around eight weeks. Customer behaviors and preferred interactions have changed significantly, and while they will continue to shift, the uptick in the use of digital services is here to stay. **75 percent of people using digital channels for the first time indicate that they will continue to use them when things return to “normal.”**

SOURCE: McKinsey COVID-19 US Digital Sentiment Survey, April 2020

## What we're hearing from you: Accelerated need for digital transformation on multiple fronts

In the context of this “new normal,” we're hearing several recurring themes and needs from our customers. You want:

1. Expert support in taking new and existing physical records, digitizing them, and embedding them with intelligence that streamlines online search and retrieval
2. Software solutions to provide information and services online, from anywhere, at any time and with complete confidence in data security
3. A single, trusted partner in local government that can deliver on items one and two

## What we're doing about it: Innovation and collaboration

In the following pages, we'll describe the suite of new and evolving County Clerk and Recorder offerings designed to transform how people experience local government. As always, the credit goes to our customers for shaping the solutions that drive measurable impact for employees and constituents. I look forward to sharing more exciting news as our application portfolio expands and hope to hear from you directly along the way.

MICHAEL CROSNO, CEO  
KOFILE

# COVID-19 & Local Government: Change Accelerated

County governments are no stranger to change. Citizen expectations, information consumption habits and device preferences have evolved rapidly with the advancement of digital technology. These changes have necessitated focused efforts to transform the way we provide access to information and services. COVID-19 has accelerated this change. Citizens that once interacted with local government in-person have been forced to move online and many of them are never going back. County Clerks and Recorders have identified four accelerated imperatives for investment moving forward.

## Physical Becoming Digital

Investment in technology infrastructure has shifted from a future expense to an immediate requirement, with an emphasis on the need for records and information to be available online. Documents that were once only available in-person are being preserved, digitized and comprehensively indexed to quickly and safely allow local governments to continue to support citizens' every need.

## Modern Applications Moving to the Cloud

The pandemic has revealed that many local governments lack the technology infrastructure to effectively scale with increased digital demand. Cloud-based solutions enable governments to securely make documents and data accessible anytime and anywhere to their citizens, without requiring on-site availability.

## Workforce & Citizens Shifting to Digital-first

A remote workforce is uncharted territory for most local governments; however as a result of the pandemic, many are now looking for secure, flexible solutions to support the transition to a digital workplace. Native cloud infrastructure is high on the list of priority investments as governments look to provide seamless access from anywhere at anytime for citizens and employees alike.

STAT

Only **15.2%** of local government employees regularly worked remotely from 2017-2018

SOURCE: U.S. Bureau of Labor Statistics

## Security. Security. Security

Cybersecurity remains an essential component of local government planning, but with a dispersed, remote workforce becoming the norm, IT departments at state and local governments are struggling to quickly build out the necessary security infrastructure to extend protection to the cloud, user identity and a variety of widespread devices.

STAT

Cybersecurity researchers have seen cyber-attacks on local governments rise as much as **667%** during the outbreak

SOURCE: Barracuda Networks

# Transforming The Way People Experience Local Government

As Clerks and Recorders look to expand digital efforts and improve their citizen and staff experience, they need a partner with a complete set of solutions and the expertise to support across all facets of digital transformation. From document preservation and digitization to user-friendly digital services and applications for constituents and staff, Kofile can help.

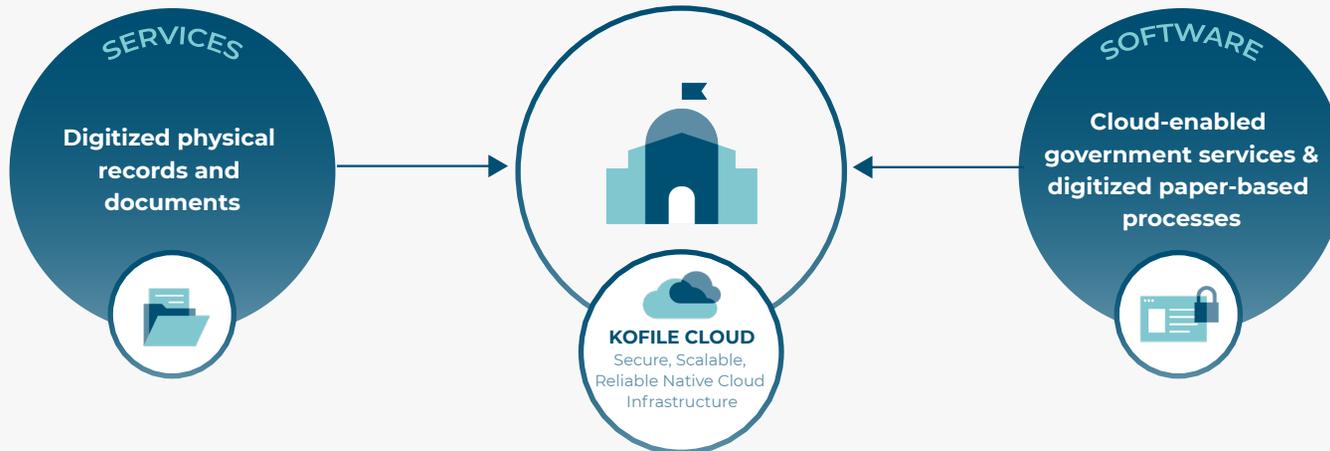
*“Our constituents desire reliable, efficient, and cost-effective digital government services. As a conscientious steward of tax-payer dollars, the prospect of having one partner with the ability to address all of these needs is a very compelling proposition.”*

Juli Luke, County Clerk  
Denton, Texas



Citizens, officials, employees and businesses want reliable, user-friendly, & secure access to local government information & services from anywhere, at anytime

## Digital Transformation Required





# All Digital Records & Documents Are Not Created Equally

There's a big difference between a scanned document and what Kofile considers to be a truly digital document or record. Originals must be expertly preserved and presented as important artifacts in American history, digital images must be perfectly captured and validated, and the digitized file must be embedded with intelligence for effortless search and retrieval.

## Preservation

Preservation secures the integrity and content of paper documents and ensures they will be available for use forever.

As the largest provider of document preservation services in the country, Kofile has restored millions of documents. Kofile boasts five preservation facilities strategically located across the United States and has a reputation for best-in-class processing centers preserving local government records in a secure environment.



## Digitization

Digitization is the conversion of physical records and documents to digital files using imaging technology.

The Kofile Process for imaging goes beyond just running paper through a scanner. In fact, image capture is only one of the many important stages in the process, which includes detailed file preparation, image capture with real-time quality control, post-capture validation to guarantee accuracy, and image enhancement with proprietary technology to ensure uniformity in the delivered images.

Kofile's digitization services also include digital data conversion; the transformation of digital files into more modern and useable file types.

**99.9%**  
Image capture  
& accuracy rate

## Indexing

Indexing is the process of creating a database of information allowing users to search for and find required documents.

Customers can either leverage our solutions for in-house indexing or they can outsource their work to Kofile on either a batch or real-time basis.

Kofile's expert practitioners, tested processes and advanced technologies combine to embed documents with rich intelligence, utilizing intelligent character recognition (ICR) and optical character recognition (OCR) for unrivaled accuracy and superior search and retrieval.



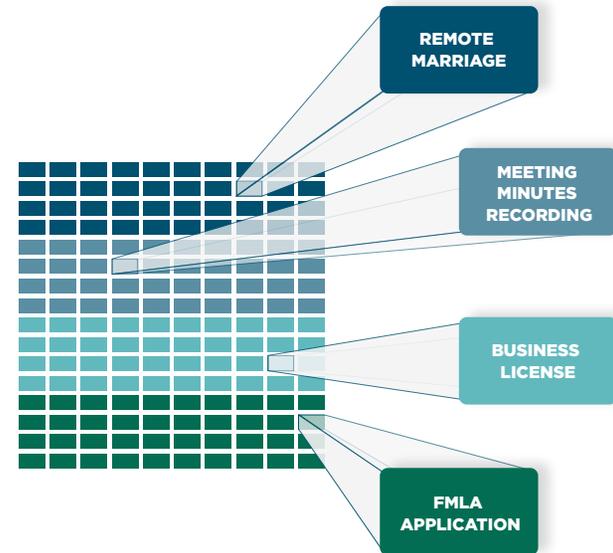


# The Application Suite for County Clerks & Recorders

Kofile is introducing a broad and growing suite of native cloud applications that digitize the many important functions of county clerks and recorders. Customers will be able to use Kofile's secure and scalable applications to deliver a full range of user-friendly digital services:



- Searching & Requesting Records**
- Recording & E-filing**
- Permitting & Licensing**
- Managing Workforce & Vendors**





# The Application Studio

In addition to pre-built applications that solve for the needs above, Kofile now offers the Application Studio, an application builder to meet custom needs in the delivery of information & services.

## STUDIO SOLUTIONS

### ONLINE FORMS

Web form builder, web form, visitor portal

### E-SIGN

Doc builder, docs, e-signatures

### STORE & MANAGE

Submission manager

### WORKFLOW

Triggers, Assignments, Tags, Conversations

### CITIZEN DELIVERY

Portal builder, form portals

### CONNECT

APIs, System Connections

### FORM BUILDER

MOST POPULAR ^

HEADING

SUB HEADING

RICH TEXT

EMAIL ADDRESS

PHONE NUMBER

MULTIPLE LINE INPUT

SINGLE LINE INPUT

DROP DOWN SELECT

CHECKBOX

DATE PICKER

UPLOAD FILE(S)

ADDRESS AUTOCOMPLETE

FULL NAME

FULL ADDRESS

FULL DATE

### TRIGGERS

Rule #1

- WHEN Stage
- THEN Assign

Completed

Only Click

Rule #2

- WHEN Stage
- THEN Send email

Completed

Edit



# Featured Applications

## Real Property Recording

Designed for government offices, we allow the holder of land and vital records to automate the processes required to record documents and serve the public. Our local government partners operate in a more efficient and cost-effective manner, better utilizing resources and serving their constituents.

The screenshot shows a software interface with a top navigation bar containing tabs: ORDERS (0), CAPTURE (0), INDEXING (2/5), VERIFICATION (1/1), SEARCH, and REPORTS. Below the navigation bar, there are sections for ACCOUNT #, RECORDING DATE, and CURRENT BALANCE with a plus icon. A table lists document entries:

TYPE	DOCUMENT	PRICE	STATUS
Real Property	DE	\$30	Pending
Real Property	DT	\$106	Pending
Real Property	AG	\$58	Pending

A 'CHECK OUT' button is located at the bottom right of the table. To the right of the table is a 'DOCUMENT' section with 'ATTACHMENTS' and a preview of an 'Electronically Filed Document' with several horizontal lines and a circular stamp icon.

FEATURING  
**Alerts**



Kofile's advanced security solutions can alert users when a document is recorded in their name and notify constituents any time their personal or business entity name is used in a Real Property filing.



# Featured Applications

## Vitals Recording

Vital record access is highly controlled and monitored due to the private information contained in these documents. Our solution includes the ability to securely process vital records while adhering to federal, state, and local guidelines for records access.

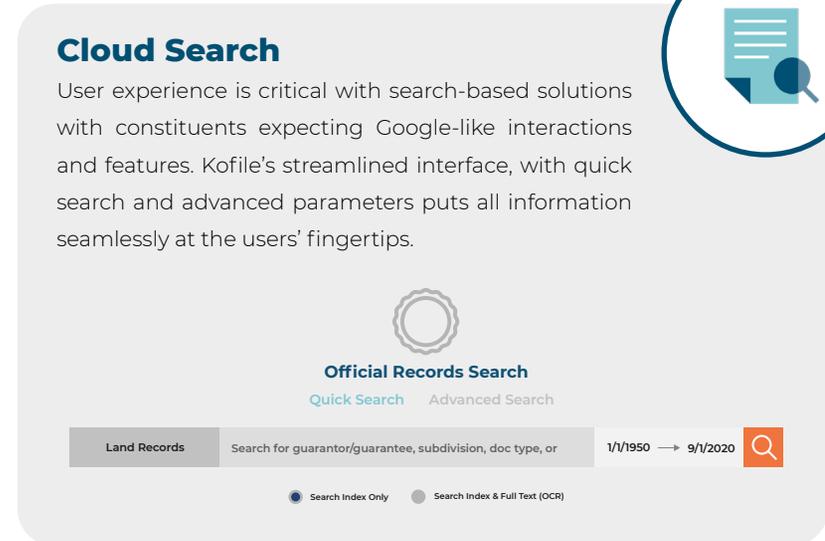
## Remote Marriage

Kofile's advanced remote marriage licensing application includes features and functionality designed to address the key challenges government officials have encountered during the COVID-19 pandemic. The constituent facing application provides integrated video conferencing for oath taking with clerks, credit card payment processing for fees, calendaring for scheduling either in-office or remote, video based clerk appointments and electronic transfer of data to the Kofile recording system.



## Cloud Search

User experience is critical with search-based solutions with constituents expecting Google-like interactions and features. Kofile's streamlined interface, with quick search and advanced parameters puts all information seamlessly at the users' fingertips.



## ...and many more

From recording Commissioner Court minutes to filing FOIA & OPRA requests, Kofile can power the digital services that transform the way people experience local government.

# Get in contact...

...and let us help you transform the way people experience local government

(833) 563-4533 | [info@kofile.us](mailto:info@kofile.us)

**Kofile** 