A total suite of integrated products to manage all aspects of land records management.

If your agency manages land records, you’re probably under increasing pressure to improve access and availability of land information. Land agencies around the world are seeking spatially enabled management solutions that can:

- Streamline land records activities
- Reduce administrative costs
- Capitalize on the latest advances in hardware and software technology.

**ACS Can Help**

We’re the only company with a complete suite of integrated products to manage all aspects of land records management. Our Land Records Management Solutions suite is a user-specific solution with a predictable implementation cost and time frame. (In an industry beset by huge overruns in both costs and schedule, this alone has been a key factor for decision makers.)

Built with ESRI’s geographic information systems (GIS) products and relational database management software (RDBMS), the suite contains powerful workflow tools and is constructed around a core-shell architecture: the ACS Land Records Framework. The result is a spatially enabled, integrated, workflow-oriented suite of solutions that integrates with the ESRI GIS. These solutions are designed for use by corporations, agencies and city, county, state/provincial and federal/national governments worldwide.
Land Records Management Solutions

Integrated Modules
The Land Records Management Solutions suite includes the following modules:
Assessment Office™ combines computer-assisted mass appraisal (CAMA) and assessment administration systems. It uses industry-standard valuation methods, GIS, document imaging, appeal tracking, and scheduling and workflow management to fully automate property appraisal and assessment.
Land Development Office™ automates, simplifies and tracks government growth management practices such as code compliance, zoning, subdivision control, planning, inspection, licensing and permitting.
Billing and Collection Office™ is a process-driven, user-friendly application specific to billing and collection of taxes for real estate, personal property and business property.
Parcel Editor™ is an out-of-the-box, desktop GIS editor that guides users through building and maintaining a spatial database.
GATE™ is an ACS-configured software product that integrates spatial editing processes in ArcSDE with enterprise attribute databases.

Spatially Enabled, Integrated and Workflow-Oriented
These solutions maintain the integrity and accuracy of land records by automatically updating a central database each time new information is added. They streamline land records information management by enabling users to view and update data using a user-friendly, multi-purpose interface – or by using Web, IVR or tablet computer technology.
The suite is workflow-oriented to provide electronic notification and generate work tasks. And, because it is spatially enabled, users see accurate, up-to-date information, both tabular and spatial. It’s accessible to any and all authorized users without duplication of effort and expense.

Advantages
ACS’s integrated suite of land records management products provides important advantages, including:
- **True GIS integration** – built with GIS as one of the basic building blocks; combines spatial and attribute edits of corporate databases (competitive products often loosely connect GIS through data exchange)
- **Open database design** – based on proven database design for organization and accessing fundamental land interest information
- **Best-practices base** – based on operational best practices, providing an advanced starting point for implementation
- **Reduces long-term costs** – product support minimizes long-term costs and makes them more predictable
- **Ongoing investment in product** – investment in the system is leveraged by ongoing investment we make in the product
- **Share data** – designed for the demands of multiple agencies sharing the same data resource, but with differing needs for functionality and data access and security.

Ongoing Product Support
Protect your technology investment with ongoing toll-free telephone product support from ACS. Our product support team is staffed by experienced land records experts who are well-acquainted with ACS Land Records Management Solutions. They also understand the unique needs of land records departments. They’ll help you troubleshoot and resolve issues quickly, so you can focus on providing critical services to the public.

Technology – Land Records Framework
Assessment Office is constructed around a core-shell architecture: the Land Records Framework. The essence of this approach is that the application foundation, written in C++ and wrapped in Visual Basic, encapsulates a generic set of land records data structures and functions. The shell provides a tailorable interface to adapt core functionality to a given jurisdiction and can be modified using the Visual Design Tool, which is written in Visual Basic.

The Five Land Records Management Solutions

Assessment Office
Assessment Office fully automates property appraisal and administration practices. It enables appraisers to achieve their number one objective: to arrive at accurate and defendable values. It provides cost, market, income (Gross Rent Multiplier and Direct Cap Rate) and statistical approaches for valuing real estate and personal property.
Assessment Office combines the proven capabilities of:
- CAMA
- Assessment administration systems
- ESRI’s GIS systems
- Web technology
- Document and imaging tools
- Appeal tracking and scheduling
- Workflow management technology.
A completely customizable business solution for management of assessment operations, Assessment Office offers these key benefits:

Easy Customization
- Accesses all industry-standard valuation methods or can employ your own methods
- Provides “what-if” scenarios to experiment with changes to data
- Easily allows jurisdiction-mandated requirements
- Provides flexible business rules

GIS and Web-Enabled
- Fully integrated with ESRI’s GIS software; portions of core software are Web-enabled
- Additional components can easily be customized to include Web access
- Allows users to query, view and edit data on a map (using GATE technology) and dynamically update parcel records at the same time

Workflow Management
- Provides streamlined electronic notification and generation of work tasks
- Enables users to perform mass updates, create schedules, manage appeals, generate mailing labels and access automated reports integrated with Billing and Collection Office
- Enables users to model and automate business rules and workflow processes
- Lets workflows extend across departmental boundaries to automate activities (such as sequence of multi-departmental tasks resulting from the creation of a new parcel)
- Enables managers to monitor performance and identify bottlenecks to improve customer service and responsiveness

Additional components can easily be customized to include Web access
- Allows users to query, view and edit data on a map (using GATE technology) and dynamically update parcel records at the same time
- Provides streamlined electronic notification and generation of work tasks
- Enables users to perform mass updates, create schedules, manage appeals, generate mailing labels and access automated reports integrated with Billing and Collection Office
- Enables users to model and automate business rules and workflow processes
- Lets workflows extend across departmental boundaries to automate activities (such as sequence of multi-departmental tasks resulting from the creation of a new parcel)
- Enables managers to monitor performance and identify bottlenecks to improve customer service and responsiveness
Land Records Management Solutions

Open System and Designed Integration
- Employs an open system foundation
- Provides all necessary assessment tools
- Provides Marshall & Swift methodologies
- Integrates with SPSS Inc.’s analytical tools and Crystal Reports to perform data analysis.
- Includes EasySketch II, a time-saving tool for sketching structures while providing vital data to the valuation process.

Land Development Office
Land Development Office automates local government growth management practices. Using either a Parcel- or Address-based system, it automates workflow practices, to:
- Ensure consistent application of regulations
- Increase staff productivity
- Improve customer service.
This land management solution combines GIS, document imaging, workflow management, parcel and application cloning, Internet browser connectivity and relational database technology in one integrated package. It automated multiple activities, including:
- Permitting and development
- Code compliance
- Subdivision approval
- Licensing (including dog, business, contractor and taxi)
- Inspection
- Document imaging
- Plan review
- Zoning case management.
In addition to these, Land Development Office’s core application software comprises several key components that differentiate it from other solutions. Among them:
- **Workflow management** – provides automatically generated tasks sent to the appropriate department or individual when an application is made, processed and approved; configurable and automated workflow enables users to route various cases, applications or reviews to multiple departments with differing security and response requirements.
- **True GIS integration** – supports GIS technology, enabling users to view a parcel’s characteristics and comparable properties – using ESRI ArcGIS and Parcel Editor – without having to toggle between windows or open multiple programs.
- **Flexibility** – allows users to customize the interface and create tailored screens, including interfaces, screens, data fields, business rules, security and system users.
- **Mobile** – accessible anywhere, at any time, through the Internet, laptop and tablet computers, and using interactive voice recognition (IVR) software; from the field, data are entered into a tablet computer using Portable Office to be uploaded to the database once the bylaw enforcer returns to the office; inspectors may also use IVR software to record inspection results by telephone; also enables citizens and businesses to apply for permits and other land development applications online via the Internet.
- **Open system** – works on standard industry-supported relational database structures such as Oracle® and Microsoft® SQL Server, which reduces support and maintenance required for closed, legacy-style databases.

Billing and Collection Office
Billing and Collection Office fully integrates with Assessment Office and other CAMA solutions to create automated, yearly tax bills based on assessment values of property and personal property. It combines the proven capabilities of leading-edge development tools, workflow management technology and easy-to-manage tax configuration for efficient yearly tax bill calculation and collections tracking. It provides tax offices with an affordable, off-the-shelf tax system, enabling you to do your job more efficiently and effectively. All tax information is stored in one database to view, edit or analyze. To ensure accurate tax bills year after year, Billing and Collection Office combines an optimized calculation engine with a proven methodology. This engine can calculate back taxes based on changes in assessment to past records. Key features allow users to:
- View, query, analyze and manipulate data
- Manage current and historical tax bills
- Create yearly tax bills based on assessment values
- Track bill payments through the tax bill cycle
- Create comprehensive and customized reports
- Generate Tax Rolls, track, assign
- Analyze important operations or activities
- Query any field or combination of fields
- Export data as a text file
- Tab delimited or fixed, DBF and XML formats.

Scenarios – can be run during the year using interim rolls to study potential impact of different tax rates and values for the upcoming year; when rates are finalized, they can be locked in to generate the final and supplemental rolls for the tax season.

Parcel Editor
Parcel Editor is an out-of-the-box land records maintenance extension for ESRI’s ArcMap™. By defining processes for key land records activities, it enables users at any technical level to create and maintain accurate SDE data within ArcGIS™. Even the most advanced GIS professional requires time and effort to write, support and document code. Parcel Editor achieves the same results as writing custom code, with considerably less effort. This saves time and money, and provides the advantage of a fully supported application.
Land Records Management Solutions

Parcel Editor provides a rich toolset to manage processes such as:

- Entering subdivision input using a variety of popular methods
- Addressing for E-911 systems
- Generating cartographic-quality cadastral maps
- Integrating with Computer-Assisted Mass Appraisal (CAMA) or other land records systems.

**GATE**

The Geographic Attribute and Transaction Engine (GATE) is a series of tools that can be added to Parcel Editor. It enables users to store historical information with a copy-to-history tool using the ArcSDE and Geodatabase gateways. GATE maintains the integrity of the map data through a "locking polygon" process. Once layers or features have been checked out of the database through the ArcSDE gateway, GATE locks the polygons, so only one person can edit that information at a time. This eliminates the complexities associated with processing data conflict resolution, by removing the possibility of conflicting data being checked back into the database.

GATE can also provide tools to maintain a temporal spatial database. Users can see data at any point in time in the past. The temporal database is essential for tasks such as parcel history, title searches, parcel lineage, or simply establishing what a map looked like at any given time.

GATE’s key features include the ability to:

- Select and extract data stored in an SDE database; data are then automatically converted to an ArcInfo coverage for GIS editing and updating
- Automatically time-stamp data that are checked into GATE, to view parcel history at any effective date; an audit trail is also created, noting the changes that occurred and the user who performed the work
- Automatically "lock" edit access to other users while data are being edited, ensuring database integrity in a multi-user environment
- Select and combine spatial data from SDE and attribute data from your RDBMS
- Automatically create and publish shape files or SDE layers, ensuring availability of current data for business applications
- Inform others of progress of a parcel update by using messaging tools, so everyone knows when each component of the jobs is complete
- Configure work tools to automatically communicate related task requirements to other users or departments.

GATE is delivered with GATE Keeper, an administrative tool that lets you set up and define spatial and attribute data sources for edit transactions. Multiple transaction types can be defined for different users.

**Portable Office**

Portable Office is a field data collection system that allows users to work with application data while they’re in the field performing inspections tasks. It’s designed to:

- Support the transfer of select application data between an enterprise system and field data collection device
- Enable the user to copy application data, including attachments, from the enterprise database to a local field database, where it can be edited and updated in the field
- Record all changes made while in the field, so these changes can be applied to the enterprise database
- View, query and edit data
- Add a new part (e.g., add a residential building to a property)
- Expire a part (e.g., remove a miscellaneous improvement from a property)
- Expire an object (e.g., expire a property)
- Create a sketch.

**EasySketchII**

EasySketch II is a stand-alone tool that enables users to electronically sketch residential and commercial/industrial buildings, including angles and arcs, using the mouse and/or keyboard. It is now included with Assessment Office. EasySketch II saves time by giving you the ability to copy, paste and move sub-areas. You can quickly draw round pools or mobile homes by using our circle or rectangle tools. It also recognizes overlapping lines, so you never need to re-draw lines. And the solution is flexible, allowing you to select your own color palettes and patterns for sub-areas, lines and angles. Advanced alignment tools make it even easier to determine if your drawing will close and where lines or corners should adjoin. EasySketch II includes printable reports to summarize the buildings or sub-areas. You can also create bitmap files, making it easy to place sketches on a property record card or publish them to the Web.

**Contact Us**

For more information or a product demonstration, please contact:

**John Melville**

Account Executive

Tel: 1.800.800.8235

E-mail: john.melville@acs-inc.com

**About ACS**

ACS is part of Xerox’s $22 billion global enterprise with 130,000 employees serving our clients in 160 countries. You can learn more about us at www.acs-inc.com.