

# resolution<sub>3</sub>

Polk & Pamlico Counties - ONE YEAR LATER

**Hosted resolution<sub>3</sub> and what it did for them**

## Success Story

### Overview

Picturesque small towns, foothills of the Blue Ridge Mountains, farmland, lakes and coastline all make North Carolina a place like no other. The state, steeped in history and rich with character, depends on its county registrar offices to record important land records, deeds and vital records for residents, farmers and even vacation property owners. Whether a county is the home of a major metropolitan area or serving smaller towns and rural areas, the need for recording and protecting deeds and vital records remains an important service for the public.

The Register of Deeds offices in Polk and Pamlico counties of North Carolina were both looking for a more efficient and effective way to manage their records and to improve their service to their constituents.

### Challenge / Vision

In Polk County, NC, Sheila Whitmire, Register of Deeds was hearing complaints from realtors and paralegals about document files not being up to date as well as issues about charges to view and download documents. She had a vision of being able to provide researchers a more user-friendly and current records search. As a result, they decided to research other technology options for their land and vital records management.

"We wanted to improve the website experience for our constituents and wanted assurance that our documents were being backed up," explained Whitmire.

The Register of Deeds office in Pamlico County, NC, also had a document recording system that was no longer meeting their needs. They took the opportunity to research other options and learned that several other counties in North Carolina were working with Cott Systems.

*"You couldn't ask for better customer service than Cott. Whenever we've had an issue, they respond quickly and resolve it in a friendly manner."*



**Sue Whitford**  
Register of Deeds  
Pamlico County, NC

*"We've experienced a reduction in foot traffic of at least 15%, and our recording and indexing is about 10% faster now."*



**Sheila Whitmire**  
Register of Deeds  
Polk County, NC

"In our office we were looking for a system that was more economical and that would also make documents available more quickly to our constituents. Cott had a very good reputation," noted Sue Whitford, Register of Deeds in Pamlico County.

With 23 other counties in the state already using Cott and 14 of those already on resolution<sub>3</sub> for recording, indexing, backup and recovery, taking a look at Cott was a logical step for Polk and Pamlico counties.

### Solution

After reviewing their options and gathering information from surrounding counties, both Polk and Pamlico counties decided to switch to Cott Systems resolution<sub>3</sub>, a web-based solution for recording and indexing land and other vital records.



**The two counties are now enjoying many features and benefits from Cott's resolution<sup>3</sup> system including:**

- A 'software-as-a-service' (SaaS) solution at an affordable monthly fee eliminating the need for expensive servers
- Automatic backup and recovery for all county images and indexes
- Free software updates for all hosted customers
- No need for outside IT support – everything is handled by Cott
- Additional add-on storage through Cott's infrastructure

"Cott's web-based, hosted solution made sense for us as a smaller county. Other vendors didn't offer this solution for a monthly fee or provide the level of functionality. We had also heard good things about Cott from other counties," Whitmire pointed out.

### Results

Both Polk and Pamlico counties have experienced time savings in recording and indexing documents with Cott's resolution<sup>3</sup>. Their public records service has improved and their constituents are much happier with the new system and are finding it easy to use. With records storage on Cott's system, both counties are now poised for growth and can easily increase capacity when needed without the expense of adding servers.

"We've experienced a reduction of foot traffic in our office of at least 15 percent, and our recording and indexing is about 10 percent faster on the new system. This allows us to focus on additional priorities and provide improved service to the public," explained Whitmire.

"Everybody loves us now; they were thrilled when they realized we went with Cott. Most were already familiar with Cott's system and now it's easier for them to access documents," noted Whitmire.

*"Everything is automatically backed up each day and that gives us peace of mind."*




**Sue Whitford**  
Register of Deeds  
Pamlico County, NC

"We particularly like having our recorded images immediately available for our constituents. Previously, we were as much as a month behind before Cott. Resolution<sup>3</sup> has helped us provide better service to our community. The realtors, title searchers and attorneys feel more confident in their searches now. They can also search from their offices or home and it's always up to date because the indexing is immediate," explained Whitford.

"The Cott system allows us to be more efficient and to process documents faster. The redaction system eliminates publishing of any personal information on documents; and the reporting is also great. Everything is automatically backed up each day and that gives us peace of mind," noted Whitford.

"Fortunately, we haven't had to use the backup and recovery system, but with Cott, our documents are automatically backed up and the software updates are also automatic and included in the monthly fee," said Whitmire.

Cott provides complete IT support for resolution<sup>3</sup> which translates to no need for additional outside support for the registrars' offices. Counties find this simplifies their support and saves them money.

"You couldn't ask for better customer service than Cott provides. Whenever we've had an issue, they respond and resolve it quickly and in a friendly manner. If we were to choose a public records vendor again today, we would definitely choose Cott. We've found a system that really works for us," noted Whitford. 

*"We particularly like having our recorded images immediately available...we were as much as a month behind before Cott."*



**Sue Whitford**  
Register of Deeds  
Pamlico County, NC