

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF TRANSPORTATION
Bureau of Driver Licensing
Mail Date: JANUARY 1, 2015

BUNCOMBE COUNTY CASE STUDY

Buncombe County deployed Extract Systems' ID Shield Advanced redaction technology to remove sensitive personal information, protecting citizens from the threat of identity theft.

- Your driving privilege is SUSPENDED for a period of 6 MONTH(S) effective 01/01/2015 at 12:01 a.m.

EXTRACT STREAMLINES WORKFLOWS, GAINS EFFICIENCY AND PREVENTS IDENTIFY THEFT IN BUNCOMBE COUNTY.



BACKGROUND:

The Buncombe County Register of Deeds records, preserves and provides access to vital records ranging from birth and death certificates to property deeds that date back to the late 1880s. The county is home to Asheville, North Carolina and has approximately 250,000 citizens.

When Drew Reisinger became Buncombe County Register of Deeds, he brought with him an agenda for improved service and accessibility. He also pledged to save the county money by deploying technology to streamline workflows and gain efficiency.

The first few initiatives Reisinger proposed were implementing e-Recording and online records access to elevate customer service and reduce costs.

Challenges:

ALL REDACTION COMPLETED IN-HOUSE:

North Carolina state law required that all Social Security and Driver's License numbers be removed from recorded documents that were accessible to the public online. To comply, the county would need to redact new documents that were filed so anyone requesting public records would not access private information. Depending on the amount of records received in a day, this could take a significant amount of time.

LARGE REPOSITORY OF HISTORICAL DOCUMENTS:

The Register's office decided to offer an even higher degree of protection from identity theft for its citizens by removing Social Security and Driver's License numbers from all historical records before making them accessible online. This meant reviewing and redacting a repository of more than 6.1 million historical documents, focusing on those dating back to the 1930s when Social Security numbers were first issued.

**BUNCOMBE COUNTY'S VISION:
To deploy an automated redaction
technology that streamlines
inefficient workflows and saves
sufficient time.**

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THE
EXTRACT
REDACTION
SOFTWARE
WAS VERY
EASY TO
USE.”

-DREW REISINGER
BUNCOMBE COUNTY
REGISTER OF DEEDS

Results:

The Register's office reviewed several options, including hiring a technology vendor to process the records as an outsourced project. The county explored managing the redaction project in-house with existing staff.

IMPLEMENTATION OF EXTRACT'S SOLUTION ON-SITE:

Buncombe County found that deploying Extract's ID Shield Advanced Redaction Technology on-site to remove Social Security numbers and Driver's License numbers would cost less than having the records processed by a technology vendor that offered redaction as a service.

PROCESSING BACKFILES IN HYBRID MODE:

ID Shield software reviewed the backfile of 6.1 million historical records, searching for Social Security and Driver's License numbers located anywhere within the records. The vast majority of records did not contain sensitive content. In fact, only 16,098 records had sensitive data and only these records were presented to county staff for verification. Processing records with ID Shield with county staff reviewing only the records found to contain sensitive information, created an efficient workflow that protected citizens from the threat of identity theft.

PRIVATE INFORMATION SAFE AND PROTECTED:

"The Extract redaction software was very easy to use," said Reisinger. "We were able to save nearly \$100,000 by going with Extract. This project was important so that private information recorded in these documents will not be readily accessed by anyone with a computer anywhere in the world. This is an additional measure of security and peace of mind for the citizens of Buncombe County."

REDUCTION OF COSTS AND EFFICIENCY INCREASES:

Through Reisinger's leadership, the Register's office has pursued numerous technology advancements to reduce costs and increase efficiency: e-Recording, online marriage license applications, online credit/debit card payment and digitized genealogy records. By working with vendors to cut costs and implement new technologies to streamline daily work, the Register's office has reduced its annual budget by over \$238,500.

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DOCUMENT HANDLING SOFTWARE
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CONTACT INFO@EXTRACTSYSTEMS.COM
FOR A FREE ASSESSMENT.

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WE
WERE
ABLE
TO
SAVE
NEARLY
\$100,000
BY
GOING
WITH
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