



**“Technology solutions to streamline our recording functions will realize a savings of over \$70,000 in the first year alone, making the ROI for the entire project about one year.”**

**John J. Acardo**  
Former DeKalb County  
Clerk & Recorder

### DeKalb County Clerk/Recorder Leverages Technology to Decrease Costs and Improve Customer Service

#### Background

The Recorder’s office is the official land records office for DeKalb County and is the guardian of public records dating back to 1837. Instruments filed with the Recorder’s office include deeds, mortgages, releases and assignments, and property liens, as well as assorted federal, state and local liens. The Recorder’s office is also responsible for the recordation and storage of subdivision plats, land surveys, and monument records.

#### Challenge

When John J. Acardo was elected DeKalb County Clerk and Recorder, he pledged to make the office more efficient and customer-centric through the strategic deployment of technology.

One of the items in Acardo’s new cost-savings strategy was to provide the public with online records access. Making records available through a website improves customer service and minimizes the inefficiencies associated with walk-in traffic. Before that objective could be achieved, the office needed to replace its legacy records management system since it lacked the functionality to facilitate state-of-the-art land records management. Additionally, DeKalb County would need to comply with the recent state amendment to the Illinois Counties Code mandating counties to redact Social Security Numbers from documents publicly displayed on the website. DeKalb County had 2.9 million pages of historical records to review for the removal of SSNs. This high volume of records would require both automation and expertise.

#### Solution

Two years after the promise to streamline the office, Acardo was saving taxpayers over \$250,000 by harnessing the benefits of process improvement and information technology.

Replacing DeKalb County’s legacy land records management system with IT-Stability’s web-based Record-IT! County Recorder Automation System was a crucial project on the road to improving office workflow. After transitioning to the new recorder land records system, the county implemented a highly interactive website to facilitate 24-7 public record access.

Before DeKalb County went live with online land record requests, IT-Stability contracted with Extract Systems to provide secure redaction with ID Shield Advanced Redaction Technology for 2.9 million pages of DeKalb County historical records. ID Shield found and permanently removed constituents’ Social Security Numbers within the county’s records to prevent identity theft. Extract Systems processed the records for redaction as a service in its secure facility in Madison, Wisconsin. In selecting Extract Systems to provide redaction, IT-Stability cited the company’s extensive experience redacting government documents, including its work with the Illinois Secretary of State’s office. Additionally, Extract’s Wisconsin headquarters meant that staff would be able to work with IT-Stability and its customers face-to-face when needed.

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### The Technology Behind ID Shield Redaction Software

OCR output is critically important to any redaction process. The better the quality of the OCR output file, the greater the accuracy of the redaction. ID Shield starts with the industry-leading OCR engine and layers additional recognition technology into the software to find data within complex and unstructured documents, including:

- Magnetic Ink Character Recognition (MICR) engine to detect routing and bank account numbers on checks
- Intelligent Character Recognition (ICR) engine for handwritten content
- Optical Mark Recognition (OMR) for forms and surveys
- Optical Barcode Recognition (OBR) technology for capturing sensitive information present in the form of barcodes

Beyond OCR technology, ID Shield adds state-of-the-art data detection rules to find and redact all sensitive data types including: Social Security Numbers, dates of birth, Credit Card Numbers, CVV codes, account numbers, check numbers, expiration dates, names, postal and email addresses, and virtually all types of personal information within structured and unstructured documents. This core competency is a proprietary formula that incorporates pattern recognition logic, phrase context proximity, and keywords into the software based on the data that needs to be captured and secured. ID Shield redaction zones are burned in, making it impossible for identity thieves to retrieve private information. All hidden metadata associated with the original document is eliminated. The original document remains unaltered.

### About Extract Systems

Extract Systems is a leading provider of advanced data capture and redaction solutions that drive operational efficiency and secure private information for government, healthcare, and other commercial sectors. ID Shield Advanced Redaction Technology has processed more than two billion documents for over 275 customers without a single breach in data protection. Extract's data capture products automatically find and incorporate manual data entry fields into designated information systems as structured data. Automating the capture of information trapped in paper-reliant workflows reduces costs and optimizes the intelligent collection of data.

### About IT-Stability

IT-Stability provides high quality technology solutions to local governments. Its state-of-the-art County Recorder Office Automation Systems provide cutting-edge features at a very low cost of ownership. Headquartered just outside of Chicago, IT-Stability focuses on helping clients build reliable and efficient information systems that support their business goals. Built on deep expertise in custom software development, as well as network and systems support, IT-Stability's services and software solutions deliver high ROI for customers.



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