WINNER

★ Elevating the Constituent Experience With Modern Solutions

Macomb County Clerk and Register of Deeds Office, Michigan

Challenges

For years, staff at the Macomb County Clerk/Register of Deeds Office struggled to provide top-level service to their constituents, largely due to their antiquated software solution. With lengthy turnaround periods, extended in-office wait times, and the need to outsource records indexing, the county knew it was time for a major overhaul.

The global pandemic only magnified the challenges. While being shut out from the public, the importance of customer service was top of mind.

The search for a new system had already begun by the time Clerk Anthony Forlini stepped into the role.

"That decision was made a year before I was there. And I think it was a wise decision because the old company that we were dealing with was becoming antiquated. They weren't keeping up with technology," stated Forlini.

Organization Profile

- **Industry:** County Government

- **Location:** Macomb County, Michigan

- **Number of Employees:** 100

- **Population:** 876,833

- **Tyler Client Since:** 2020

- **Tyler Products Used:** Enterprise Records Management, Records Public Access, Fraud Notify, Enterprise Jury Manager, and Tyler Payments

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Solution

The staff at Macomb County was looking for a robust software solution that included:

- Capabilities for constituents to complete forms and conduct land records research either online or at in-office kiosks

- A single, unified system where staff could easily access the information

- A fully integrated dashboard with advanced search features

- An OCR option for indexing to reduce manual work and keystrokes

The county chose Tyler's Enterprise Records Management, Records Public Access, and Fraud Notify solutions to fully transform the way they did business. They were able to significantly increase the number of records processed, applications completed, and documents recorded — all while cutting wait times for the public. They also streamlined land records processing, reducing the turnaround time from 3-5 days to just 24 hours with the addition of the OCR feature.

"With Tyler's OCR technology, we can copy words within a document rather than typing them out," Forlini said. "Every bit of technology that we're able to offer our employees makes them that much better."

Results

With their new system in place, Clerk Forlini could now make good on his promise to improve the constituent experience and the lives of those in his community.

In 2024, they were able to process tens of thousands of birth, death, and marriage records, as well as over 100,000 other documents and nearly 84,000 e-Recordings. Additionally, operating securely in the cloud has given residents 24/7 access to their important documents.

The ability to cross-train office staff was a huge benefit to the county. Previously, each person solely focused on their own duties and responsibilities, making staff absences and vacation time difficult to navigate. Now, Forlini says, "Everyone works the

In Their Own Words:

"These solutions are creating a better environment in our office because people have all the solutions to a customer's problem right in front of them. Having that is invaluable, as it makes a better and more educated workforce, and all that came together with Tyler's solutions."

— **Anthony Forlini**, Clerk & Register of Deeds

counter. We rotate people all the time. Everyone's cross-trained. As a matter of fact, I shut off the voice recording system during the day. Every single phone call gets answered by a person."

Another significant benefit to the county came with the addition of Tyler's Fraud Notify solution, which notifies constituents when documents are recorded using their personal or property information. To improve community outreach and help promote this free service to constituents, Clerk Forlini utilized billboards and social media to increase participation tenfold.

With genuine care for their constituents, Macomb County was able to transform the experience for the public and accomplish more with less. "When people come to us, they're experiencing a change in life," stated Forlini. "Our people walk away with a great feeling of being serviced and being special. And so, if we make people feel special, our employees feel special too."

The office is excited to continue their work to improve community outreach and elevate the constituent experience in their county.

To learn more about Enterprise Records Management, contact us at recording@tylertech.com
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