ACS Solution

Maintaining a perfect document index – in paper and electronic form – is the goal of every land record office. Yet, over time, problems like omissions, incomplete entries, poor indexing decisions, key entry mistakes, and departures from current indexing conventions often compromise index integrity, even in the most carefully-managed offices.

ACS Reindexing Services can correct these problems, and more! Working directly from your microfilm or other image sources, our expert reindexing technicians, using sophisticated data entry skills, will re-build your index over any specified period of time – five, ten, twenty years or more – producing a new, impeccably accurate index for your office.

Primary Goals:

• To ensure the information contained on your original recorded documents exactly matches the information included in your new index.
• To replace your old, dog-eared index books with new, updated index information – in print format, online format, or both.
• To optimize your index series for more efficient searching, by eliminating index series that are either too short (requiring tedious, time-consuming searches through multiple index books) or too long (resulting in excessively long searches and monopolization of one index book by one searcher).
• To archive an electronic copy of your new index at ACS, ensuring that your precious index can be restored in the event of a major fire or other disaster.

Results:

• A new, impeccably accurate index – paper / electronic.
• Clean, new, updated index books for your office.
• Optimized index series for more efficient searching.
• Archived electronic copy of your index at ACS, for disaster recovery assurance!

Benefits:

• Smooth Integration with Existing Data – Your new index will merge well with existing online data.
• Improved Accuracy – Your new index will precisely match information from your original documents.
• Improved Consistency – A single set of indexing conventions, based on today’s current indexing principals, will apply to your entire new index.
• Enhanced Customer Service – Customer satisfaction is directly related to the quality of your index!
• Reduced Project Costs – No need to allocate additional staff, time, equipment and other resources to perform a complex, specialized, one-time task.

Experience in Document and Information Management

The ACS Government Records Management Division, whose reputation dates back to the 1800s, is a recognized leader in providing indexing and reindexing services, data processing, software solutions, microfilming, and index verification support for customers in local government. We developed many of the basic indexing and recording techniques used today for managing governmental documents.

For more information, or visit us on the Web at www.acsgrm.com

ACS Government Records Management

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ACS Reindexing Services generate new, impeccably accurate index entries for all land-records documents recorded during any targeted time period. This highly refined service is provided by skilled ACS reindexing technicians who possess extensive experience in indexing public records for local government.

Our reindexing technicians and Project Leaders are extremely adept at coordinating resources, information, and communication between ACS and your office, to promote a productive and efficient project environment.

Reindexing Service procedure:

- ACS documents your current indexing practices versus those applied during the time period that the Reindexing will cover.
- From your microfilm (or other image source) for the designated time period, ACS personnel methodically examine all documents, in their consecutive order of recording, and create all required index entries for each document. All index lines are developed in accordance with your documented conventions.
- With all index entries keyed into the index database, a listing is printed of all data (in numeric order) and is matched against the film units from which the lines were created.
- ACS Index Verification staff methodically compare the listing to the corresponding microfilm. This comparison by specially trained personnel provides a careful, line-by-line audit of the first operator’s accuracy and completeness in indexing each document.
- In addition to checking the new index entries for obvious errors (misspelled names, incorrect book/page numbers, etc.), ACS Index Verification experts verify that your stated indexing conventions are being followed. In addition to verification of such close detail, ACS staff also assure that – for the index entries created by ACS – the chain of title associated with each parcel of property remains intact and traceable using the index entries that have been created.
- All Reindexed batches at this point are reviewed by an ACS Supervisor assigned to the project. If any problems or questions exist at this point, the supervisor resolves them jointly with you, typically by phone. All necessary index corrections are input by the operator, and the information in the batch is considered to be in final form.
- Your new index data is shipped to your office, as a printed index book, as a computer database accessible through search terminals, or both. ACS retains an archival electronic copy of your index, for security purposes.

The above information depicts a ‘typical’ sequence of procedures in the ACS Reindexing process. Our service is flexible and can be modified to suit the circumstances of different customers.

For more complete details on ACS Reindexing Services, please see our ACS Index Verification Service Specification Sheet, available separately.

About ACS GRM

ACS GRM is the largest provider of government records management solutions and systems in the United States. Three things set us apart from other government records management providers: our spectrum of services, our experience, and our resources. We are a single-source, comprehensive service provider, not just an equipment and software marketer. We are an experienced provider of government records management services, with 40 years’ experience in computerized indexing and recording systems, and predecessor companies with roots in land records management reaching all the way back to 1878.

Our unique combination of business flexibility, program innovation, and operational strength makes ACS the best resource for helping governments improve program and community services both now and in the future. Our sizable team, our reliable systems, and our complete in-house solution mean that you can rely on ACS for all your government records management needs.