



Productive in Pennsylvania: eRecording makes life easier for Montgomery County

CSC eRecording Case Study

Since 1784, Montgomery County, Pennsylvania, has made history with its booming industry, rich agricultural lands, and high quality of life.

With a population of more than 800,000 and close proximity to Philadelphia, Montgomery County remains a popular place to live and do business in—which keeps its Recorder of Deeds, Nancy Becker, and her staff very busy. Today, the Recorder of Deeds' office handles between 600 and 800 records a day: anything from filing mortgages, satisfactions, deeds, powers of attorney, and veterans discharges to swearing in notaries or providing copies of recorded documents.

"In 2004, due to the housing boom, we used to handle up to 2,500 filings a day," Becker recalls. "We have a requirement to process each document in the order received, so we would have to manually time and date stamp each piece of paper and keep them in proper order, deposit the checks in the bank each day, and file the papers appropriately. It was a very time-consuming process."

In the digital age, there had to be a better way. Eager for a solution, Montgomery County signed on with an electronic recording vendor. But after learning how many national submitters trust Corporation Service Company (CSC) to manage their eRecording work, the county decided to give CSC a try. "It was important to find a company that was used to working with multiple submitters," Becker says. "We needed to have someone with that experience and broad reach."

After implementing CSC's eRecording solution, Becker saw an immediate uptick in her department's productivity, as well as savings of both time and money. She estimates that Montgomery County now does about 70% of its transactions online and 30% through traditional paper filing. A significant benefit to the county is the fact that customers are now able to make their payments online.

"I no longer have to pull someone off another project in order to get files processed the same day," she notes. "We've been able to cut down the number of employees in the department and re-allocate them to other areas of the county offices. We've also been able to decrease the amount of physical space our paper files take up, giving our employees a more enjoyable space to work in."

Becker was glad Montgomery County found CSC. "It was a very easy transition to go from paper to eRecording," she recalls. "And CSC's customer service is great. If there's a glitch or a question, we don't have to send an email and wait hours or days for someone to get back to us. We can quickly contact a live person at CSC to help resolve an issue."



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--Nancy Becker, recorder of deeds for Montgomery County, Pennsylvania

Contact CSC

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