



Official Records Solution Enhances Operations

The Opportunity

Mesa County, Colorado, sought to modernize its official records system to improve efficiency and introduce features that would better serve staff and the public. The previous OnCore platform was becoming obsolete, prompting the county to look for a new solution that could support fraud alert notifications, e-recordings, and eliminate the need to invoice customers for online access.

The Solution

The Catalis Official Records solution was selected following an RFP process. The system's functionality was similar to the outgoing platform, which helped ease the learning curve. Additionally, the proposed costs and RFP evaluation aligned with the county's operational and budgetary goals.

However, the implementation presented several challenges. Mesa County experienced frequent turnover in project managers, which disrupted progress tracking and created inconsistencies in communication. Training was also impacted by limited system knowledge among some project managers. Despite these early difficulties, the county received strong support after the solution was implemented, particularly from Catalis team member Jennean Hutchinson, who provided exceptional assistance during the first 3–6 months of the transition.

The Results

While the shift to Catalis Official Records was not driven by a desire for major functional improvements, it allowed Mesa County to move away from an outdated system and continue delivering essential services.

Users appreciated having administrative control to make changes internally, and citizens responded positively to the fraud alert feature, even though there was a delay in notification delivery. Feedback has also indicated a desire for enhanced search functionality, particularly the ability to search by address.

"We look forward to working with Catalis as technology continues to evolve and is implemented to deliver a great product that serves the citizens of Mesa County."

Bobbie Gross, CCEO, CERA
Mesa County Clerk

📞 800-280-5281

✉ clrsales@catalisgov.com

catalisgov.com