

# INDIAN RIVER COUNTY CLERK OF THE CIRCUIT COURT

## AXIA CASE STUDY



**Indian River County  
Clerk of the Circuit Court**  
Clerk to the Board Office  
Indian River County  
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<http://vab.indian-river.org>

*"Our staff was impressed how simple the new system is. The new software is a blessing to have considering the volume of petitions filed and the manner in which they were received."*

**Maria Suesz, Deputy Clerk**

*"...I like the system and think it will be a great improvement for the future. I think this system will enable me to get 99% of my decisions done right away (at the hearing) and will allow me to finish the remainder a lot quicker (than the previous method)"*

**Julie A. Zahniser, Esq.  
Special Magistrate**



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# Axia

## Value Adjustment Board System

### The Challenge:

- Handle a 19 percent increase in the number of petitions filed
- Ability to scan petitions and evidence as they are filed
- Provide online access for their taxpayers
- Allow the Property Appraiser to view upcoming hearings and submit evidence online.

### Solution: Faster Filings, Multiple Ways

Pioneer Technology Group's Value Adjustment Board software, **Axia**, allowed Indian River County's VAB to keep up with increase in petitions being filed by providing taxpayers the ability to file petitions and evidence online, thus reducing walk in traffic by 15 percent. In addition **Axia's** internal client module allowed VAB clerks to quickly enter petitions, allowing the ability to keep up with the increased number of petitions being filed.

### Solution: Property Appraiser Portal

**Axia** provides a portal for the Property Appraiser office to view upcoming hearings and submit evidence accordingly. The Property Appraiser can view upcoming hearings by petition type and date range, and see which petitions have been withdrawn or resolved. This has all be eliminated the need to pass paper and reports back and forth between departments.

### Solution: Real Time Access

In addition **Axia** allows for petition and evidence imaging at the time of filing allowing immediate access to the images across departments and to the public. Tax payers are able to check the status of their petition online, thus reducing calls to the VAB department.

### Pioneer Technology Group: Different. Better.

The Pioneer Technology team is comprised of experts in system design and development, integration and implementation thus providing clients with an unparalleled level of service. Our commitment to each client goes beyond the completion of a project. We provide continual support through all project phases, including software maintenance, version upgrades, technical support and dedicated personnel to meet your needs.