



Electronic Document Recording Solutions

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News in Brief

Q3 2007

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INGEO OFFERS STREAMLINED ERECORDING SOLUTION FOR SUBMITTERS & COUNTIES

Electronic document recording is even more accessible and economical with the launch of Ingeo's streamlined web-based solution.

This new service creates an opportunity to begin electronic recording for counties and submitters, regardless of size, budget, capitalization or technology resources.

Easy to put into operation, this new service requires only a computer, a scanner and an Internet connection. And, it delivers many benefits:

- Cost savings
- Time savings
- Improved productivity
- Increased efficiency
- Reduced errors
- Enhanced accuracy with system safeguards
- Highest levels of system security
- Full compliance with all standards and regulations
- Access to the nation's largest e-recording network
- Ease of web-based services solution
- Use of existing equipment
- Easy implementation (no additional software, hardware or integration)
- Adaptability to meet the needs of large and small users
- Ability to process both scanned and electronic documents
- Advanced document tracking system
- Secure, timely, accurate and easy payment processes
- Procedures for paying by credit card

INGEO'S COUNTY COVERAGE EXPANDS TO REACH 210 COUNTIES IN 24 STATES & DC

Ingeo's rapid expansion into more counties across the country has resulted in a greater percentage of the U.S. population that is able to benefit from Ingeo's electronic document recording solution. With more than 210 counties in its network, Ingeo has exposure in the District of Columbia and 24 states. More are scheduled for activation in the near future.

Ingeo's County Coverage by % of State Population

State	Current	Year-end	Near Future
AL			14.89%
AZ	63.15%	63.15%	79.60%
CA	56.51%	56.51%	76.66%
CO	65.36%	65.36%	85.93%
DE			63.84%
DC	100%	100%	100%
FL	40.91%	56.33%	73.08%
HI			99.99%
IL	58.10%	60.19%	69.42%
IN			27.58%
IA	94.20%	94.20%	100%
KS	22.72%	22.72%	39.50%
MA	23.08%	23.08%	23.08%
MI	22.35%	22.35%	60.10%
MN	29.40%	34.16%	58.81%
MO	9.17%	14.24%	47.39%
NE			42.23%
NV	16.67%	16.67%	86.70%
NH	11.02%	11.02%	11.02%
NJ	37.72%	55.18%	87.73%
NC	13.40%	22.43%	39.21%
OH	2.10%	2.10%	44.41%
OK	16.32%	16.32%	16.32%
PA	30.40%	36.30%	68.66%
TN			44.89%
TX	52.94%	52.94%	52.94%
UT	40.23%	40.23%	80.28%
VA	13.70%	27.35%	33.46%
WA	39.75%	39.75%	68.53%
WI	55.64%	55.64%	70.94%

CALIFORNIA IMPLEMENTS REGULATIONS FOR ELECTRONIC RECORDING DELIVERY SYSTEM

Regulations to administer the California Electronic Recording Delivery Act of 2004 took effect on August 31. They define the guidelines, procedures and standards necessary to ensure the security of county Electronic Recording Delivery Systems (ERDS). The next step is for the counties to procure a security audit to guarantee their systems are in compliance.

According to an *Information Bulletin* from the California Justice Information Services Division, the legislation “authorizes a County Recorder . . . to establish an ERDS for the delivery and return of specified digitized and digital electronic records that are an instrument of real estate transactions . . .”

There are restrictions regarding types of documents allowed. The Attorney General’s Office described documents covered by the legislation: “A ‘Type 1’ instrument is defined to mean an instrument affecting a right, title, or interest in real property. A ‘Type 2’ instrument is defined to mean an instrument of reconveyance, substitution of trustee, or assignment of deed of trust.



Karl Klessig, Ingeo’s CEO, has been working with California state officials and County Recorders in the development of these regulations. He attended the California Recorders’ meeting in September with Mark O’Connor, Ingeo’s Sales Manager for the Western Region. “We’re reviewing the security requirements now and working with many of the County Recorders and our Technology Partners to help move this process along quickly,” Klessig said. Ingeo has been the vendor to six California counties and is working with six others to launch their e-recording systems for digital and digitized documents.

INGEO SIGNS AGREEMENT WITH DOCUMENT TECHNOLOGY SYSTEMS: INCREASES REACH



Ingeo recently signed a partnership agreement with Document Technology Systems (DTS) of Cuyahoga, Ohio to further expand its reach into more counties across the country.

“Partnering with DTS will enable Ingeo to offer submitters access to 18 more counties in the near-term,” said Karl Klessig, Ingeo’s CEO. “We are currently in the process of discovery with these counties and expect them to be enabled within the next few months.”

DTS counties under development cover the country from California and Nevada to Kansas and Michigan and from Delaware and Virginia to Pennsylvania, Tennessee and Ohio.

“We’re developing our connectors now to fit the software DTS uses in its Land Records Management Systems,” Klessig said.

DTS is a software development company that provides full services to state and local government agencies, including turnkey document management and imaging solutions. DTS was founded in 1996 specifically to address the needs of governmental agencies to manage their property and vital records.



SUBMITTERS GAIN BENEFITS FROM ANOTHER IN GEO MANAGEMENT TOOL

Continuing to provide exceptional customer satisfaction, Ingeo offers submitters the most advanced incident management procedures. Using BridgeTrak's incident management software package, Ingeo automates the process of detecting, tracking and resolving operational incidents.

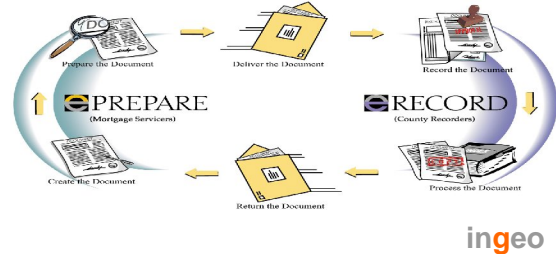
Ingeo defines three types of incidents: critical, important and optional. Critical incidents are resolved in no more than one hour, important within three hours and optional within 24. Critical incidents include a security breach or a lapse in the production system where submitters are unable to submit documents. Important incidents affect operations and may include a lapse in the test system or a problem with a template test. Optional incidents may include customer requests for improvements or new features.

Customers create an incident report in BridgeTrak using a unique login to Ingeo's incident management system. Then the incident is reviewed and verified by an Ingeo operations supervisor and assigned to an Ingeo support technician who acts on the issue and monitors its resolution.

Escalation of incidents is done automatically and is configured to the following guidelines:

- Senior management is alerted to all mission-critical issues that could potentially compromise operations.
- All issues are first handled by a systems engineer assigned to the account.
- All escalations are then handled by a sustaining engineer as next level support.
- All third level escalations are handled by a senior operations engineer and/or engineer with specific skill sets in the areas of concentration for the issue.
- All third level escalations are reported to management via email or issue tracking systems.

Ingeo's Customer Support is available from 8 A.M. to 8 P.M. Eastern time, Monday through Friday, except for federal holidays. Regular maintenance usually is scheduled outside of these hours.



INGEO PARTNERS

ACS	Exigent Technologies	Landata Systems	Reconveyance Professionals, Inc.
AmCad	Fidelity Information Services	Logan Systems	SIRE Technologies
Aptitude Solutions	Fidlar Software	Manatron	SouthTech Systems
Business Information Systems	First American	Nationwide Title Clearing	TD Services
Communications Intelligence Corp.	Global 360	NewVision Systems	TriMin Systems
Cott Systems	Hart InterCivic	Optical Storage Solutions	TylerWorks/Eagle
Document Technology Systems	Kuvera Enterprise Solutions	Rekon Technologies	

INGEO AVAILABLE COUNTIES

Maricopa, AZ	Cook, IL	Allegheny, PA
Yavapai, AZ	DuPage, IL	Chester, PA
Los Angeles, CA	Kane, IL	Lancaster, PA
Orange, CA	Rock Island, IL	Philadelphia, PA
Riverside, CA	Winnebago, IL	Bexar, TX
San Bernardino, CA	Iowa Portal (94 counties)	Brazoria, TX
San Diego, CA	Sedgwick, KS	Collin, TX
San Mateo, CA	Wyandotte, KS	Dallas, TX
Alamosa, CO	Middlesex North, MA	Denton, TX
Arapahoe, CO	Macomb, MI	Harris, TX
Archuleta, CO	Oakland, MI	Hidalgo, TX
Baca, CO	Ottawa, MI	Midland, TX
Bent, CO	Crow Wing, MN	Nueces, TX
Boulder, CO	Hennepin, MN	Parker, TX
Conejos, CO	Martin, MN	Tarrant, TX
Delta, CO	McLeod, MN	Webb, TX
Denver, CO	Renville, MN	Wichita, TX
Douglas, CO	Scott, MN	Salt Lake, UT
Eagle, CO	Wabasha, MN	Fairfax, VA
Gilpin, CO	Wright, MN	King, WA
Jefferson, CO	Boone, MO	Snohomish, WA
Kit Carson, CO	Lincoln, MO	Brown, WI
La Plata, CO	St. Louis City, MO	Chippewa, WI
Larimer, CO	Washoe, NV	Columbia, WI
Mineral, CO	Merrimack, NH	Dane, WI
Otero, CO	Camden, NJ	Eau Claire, WI
Pueblo, CO	Cape May, NJ	Kenosha, WI
Routt, CO	Cumberland, NJ	Milwaukee, WI
Weld, CO	Gloucester, NJ	Outagamie, WI
Washington, DC	Monmouth, NJ	Ozaukee, WI
Bay, FL	Ocean, NJ	Portage, WI
Brevard, FL	Passaic, NJ	Racine, WI
Broward, FL	Union, NJ	Rock, WI
Duval, FL	Durham, NC	St. Croix, WI
Hillsborough, FL	Mecklenburg, NC	Washington, WI
Orange, FL	New Hanover, NC	Waupaca, WI
Palm Beach, FL	Delaware, OH	Winnebago, WI
Polk, FL	Richland, OH	
Champaign, IL	Tulsa, OK	