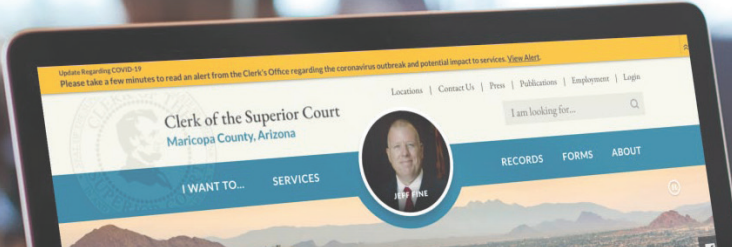




# Maricopa County Clerk, Arizona

How The Clerk's Office Handles 8,300 Online Requests With govAccess



1.4M  
Page Views

8,300  
Online Requests

65%  
Less Work

45%  
Mobile Users

## OVERVIEW

The Clerk's Office wanted a website with a better technological foundation to provide stellar customer service and access to the judicial branch. Through Granicus govAccess, the Clerk's Office incorporated online forms, a virtual assistant, and more to handle 8,300 requests in 4 months.

## SOLUTION

The Clerk's Office decided to partner with Granicus as govAccess provided the most robust CMS. It also would provide the foundation for integrated technologies, like a virtual assistant, and additional features, like online forms, for a better customer experience.

## RESULTS

In six months, the website had 1.4 million page views. The website received 8,300 requests through the virtual assistant in 4 months.

## MUST HAVE SOLUTION

govAccess

“ Our website is a way to push the envelope technologically while providing services to the public. It's been a lot of fun.”

-Tiarra Earls Haas,  
Communications Officer