



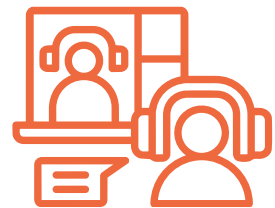
APEX Appraisal
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How Palm Beach County Assessed 15,000 Properties Remotely During COVID-19 Lockdowns with APEX Appraisal Solutions

THE CHALLENGE

In March 2020, the COVID-19 pandemic forced the Palm Beach County Property Appraiser's Office to close all physical locations following a statewide "Stay at Home" executive order. To ensure the continuity of the 2020 tax roll, staff needed to work remotely, but strict IT security and VPN restrictions prevented many employees from accessing critical networks and the CAMA system from home.



THE PIVOT

To maintain business continuity, the county leveraged the APEX Appraisal Solutions GeoViewPort (GVP) DeskTop Review application. Because the GVP platform provides all data visualization tools in one viewer without requiring access to the county's restricted internal network, staff could securely analyze fresh aerial imagery and verify sketches directly from their home PCs and laptops. Concurrently, managers were able to systematically assign and track the team's workflow using the GVP Management Module.



THE PROOF



Rapid Scale

Over 15,000 properties were successfully reviewed in just over two weeks, between March 30th and April 16th.



Seamless Productivity

Despite the sudden shift to remote workflows and lack of network access, the remote team's production rivaled what was typically accomplished inside the physical office.



Business Continuity

25 employees were quickly enabled to work from home and review properties, ensuring the office met its strategic and operational priorities.



IT Flexibility

Staff achieved full operational capacity without needing county-issued laptops or complex VPN connections to bypass safeguarded networks.

"One of the biggest 'work at home' challenges in a crisis like this is providing work for staff who cannot access the system. For security reasons, the County has our network strongly safeguarded, so without a county laptop and VPN connection, you are not getting in... Therefore, being able to work GVP from home using a PC or laptop without network access is fantastic."

Tim Wilmath

MAI Chief Appraiser, Palm Beach County Property Appraiser's Office

