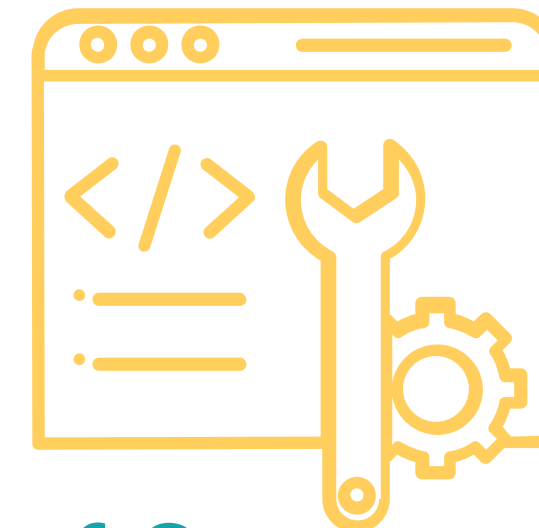


BUSINESS FILING SYSTEM CONVERSION PROJECT



A project of the New Mexico Office of the Secretary of State



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SECRETARY OF STATE

Why did we undertake this project?

- Business Filing System (BFS) 2019
 - Outdated
 - Inefficient
 - Not user friendly
 - Separate systems for different processes
 - Impacted customer service
 - Frequent IT and Vendor intervention required



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What were our goals?

- To improve:
 - Efficiency
 - Reliability
 - Accessibility
 - Data integrity and system controls
 - Search capability
 - Service delivery to constituents



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Modernized Platform + Industry Standard Security

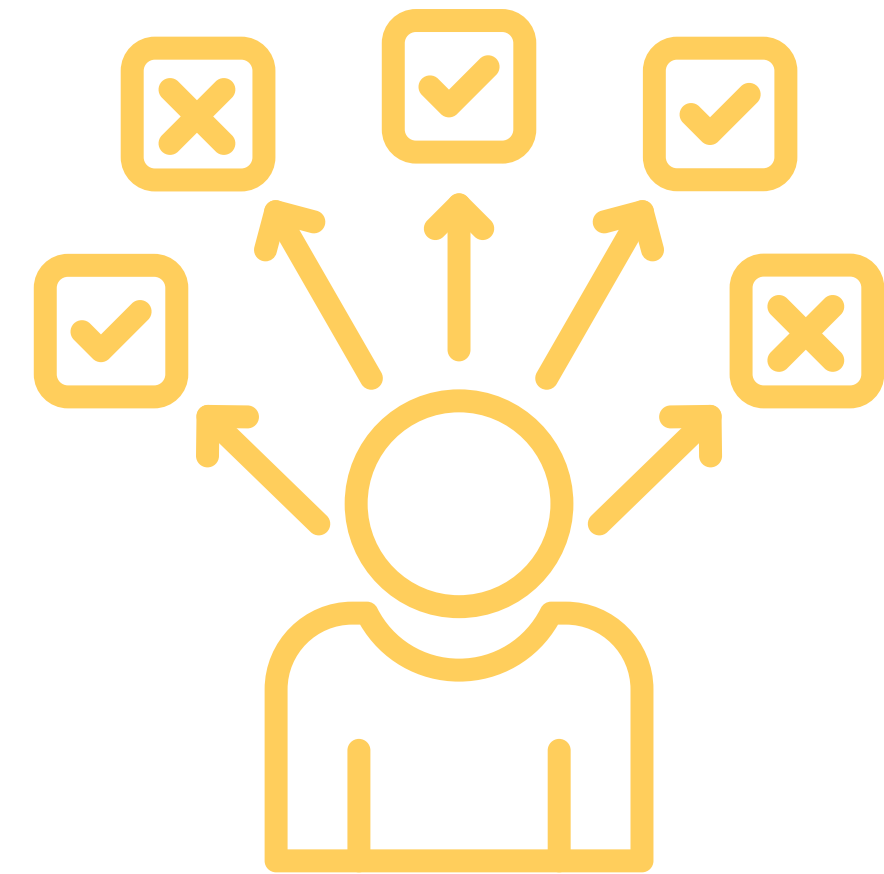
- PCI Compliance
- Platform of the new system: SOC 2 Type II - Tecuity's security standard during the project effort
- ADA Compliance
- Continuing to combat fraudulent activity



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Alternatives Considered

- Upgrade Existing System
 - Age and design doesn't allow improvements needed
 - Would not extend life of system
- Internally Develop a New System
 - Not cost effective
 - More risks of failure
- Contract with Outside Vendor for New System
 - Business/IT: Business case developed, alternative vetted
 - Finance: Funding requested from the legislature via
Computer Enhancement Funds



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What was the process for implementing this project?

- Procurement Process
 - Requested special legislative funding
 - RFP process for software and maintenance
 - Final choice: Tecuity for software and maintenance
 - Contracting process included IV&V and Project Management vendors
- Staffing Requirements
 - Entire staff required to participate throughout the entire project
 - Specialized staff working full time on projects, prioritizing daily work



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Who were the participants?

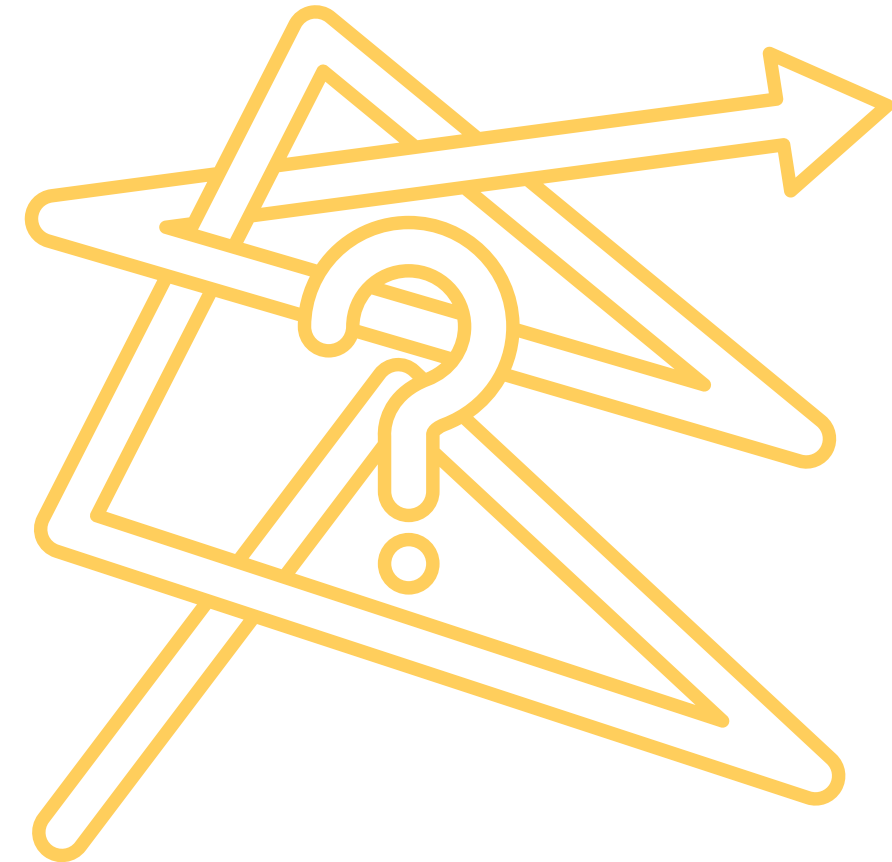
- SOS:
 - Business Team
 - IT Department
 - Finance
- State of NM:
 - Department of Information Technology
 - Project Certification Committee
 - Department of Finance and Administration
- Vendors:
 - Software - Tecuity
 - IV&V - Clover Leaf
 - Project Management - Respec



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What was unexpected?

- Expanded timeline
- Cost of support contracts (Project Management and Independent Verification and Validation)
- Change requests



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How long did it take?

- Business Case submitted September 2019, final module live December 2024
- June 2022- Project Kickoff with vendors
- Notary/Apostille/Facsimile Signature – September 2023
- UCC-EFS- March 2024
- Corporations/Trademarks/Service of Process/Athlete Agents – December 2024



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How is the final product?

- Processing times greatly improved
- Maintained 1-2 day processing turn around
- Customer complaints decreased
- Prepaid account issues from Legacy system resolved
- Data reliability
- IACA Compliance
- ADA Compliance
- Extending the solution for other functions
 - TransUnion Integration
 - API for Service companies to file annual reports option



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What made the project successful?

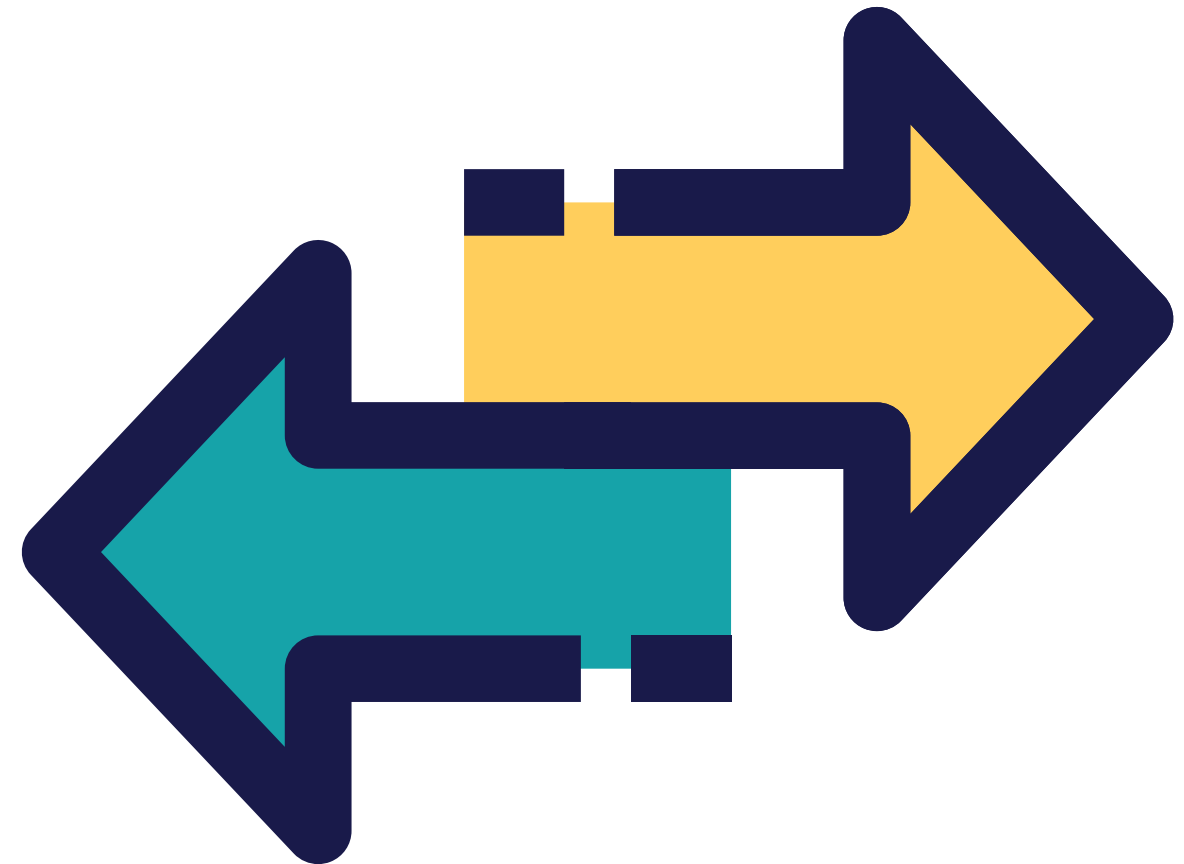
- Staff participation and feedback
- Extensive testing
- Clear communication with stakeholders
- Clear timeline
- Delaying Go Live (UCC and BE)
- Rolling out Go Live in phases based on modules



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What would we have done differently?

- More extensive testing overall
- Clearer outlined requirements
- Extended go live



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Thank You!

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