



# MEETING THE DEMANDS OF AMERICA'S LARGEST COUNTY WITH TELEOSOFT

Los Angeles County, California – Sheriff's Civil Division



## OVERVIEW

Los Angeles County — the largest county in the nation with over 10 million residents — faced a critical challenge. Their legacy MAPAS system, a 1980s-era green-screen application, could no longer support the needs of the Civil Division. With thousands of evictions served each month and a large staff to equip, Los Angeles required a modern solution built for scale.

After more than a decade of stalled attempts to replace MAPAS, the county partnered with Teleosoft to implement the CountySuite™ Sheriff solution, known internally as ACES. In September 2025, CountySuite™ went live—retiring MAPAS after 37 years and setting a new standard for compliance and modernization.

## BENEFITS

01

### Built for Scale:

Teleosoft's solution supports the extraordinary volume of Los Angeles County's workload, proving that if it can handle the nation's largest county, any other jurisdiction is within reach.

02

### Extensive Training & Adoption:

With more than a year of preparation, Teleosoft delivered comprehensive, tiered training across supervisors, clerks, and sworn staff—ensuring the entire Civil Division was equipped for success.

03

### Modernization & Compliance:

Retired an outdated legacy system, launched a web portal, and ensured compliance with the electronic filing requirements of AB 2791.

04

### Responsive Partnership:

Teleosoft worked side-by-side with Los Angeles staff throughout migration—listening, adapting, and delivering a solution tailored to one of the most complex civil operations in the country.

## MODERNIZATION FOR THE FUTURE

“This is more than a system replacement—it is a victory years in the making. The solution sets the standard for compliance today and positions us to achieve excellence in civil process technology moving forward.”

— Georgina Mojardin, CMB IT Manager,  
Los Angeles County Sheriff's Department



## PARTNERSHIP OVER VENDOR

"We were partners through all the ups and downs of the implementation process. Teleosoft was always willing to meet our needs, and the team was just phenomenal to work with. They know the civil process, and worked with us to find solutions together. They were never more than a text or phone call away."

— Georgina Mojardin, CMB IT Manager,  
Los Angeles County Sheriff's Department



## RESULTS.

- Successful retirement of MAPAS after 37 years
- Civil staff trained and equipped on all levels
- Ensured legislative compliance with AB 2791



## BUILDING PUBLIC TRUST.

For the L.A. County Sheriff's Department, Teleosoft's impact goes beyond software. CountySuite™ delivers the scale, compliance, and modernization needed to support the nation's largest civil operation —backed by a true partnership that ensures long-term success.



Find out why  
32 Counties across  
California trust  
Teleosoft.



John Grove  
VP of Sales & Marketing  
☎ 717-417-6120  
✉ [john.grove@teleosoft.com](mailto:john.grove@teleosoft.com)

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