smarsh + NextRequest

Streamline and Simplify Public Records Requests
A single end-to-end solution powered by Smarsh and NextRequest

Smarsh + NextRequest

Combine the market-leading Connected Archive from Smarsh with the specialization of NextRequest to reduce time, effort and related costs for managing public records requests.

New Combined, End-to-End Solution

Smarsh securely captures, indexes and archives all electronic communications as they occur

Citizen searches public records online in NextRequest; if nothing is already published, they submit a records request using the portal

New request is routed to appropriate records staff, who then searches in the Smarsh archive and exports relevant messages

Messages are uploaded into NextRequest, where the legal team makes redactions prior to publishing

Records staff publishes the messages, either as a public post or privately to the requesting citizen

Solution Benefits and Impacts

Single pane of glass solution
Electronic messages are no longer kept in separate places – even text messages are captured, indexed and retained in a single, search-ready archive.

Redaction capabilities
Legal staff now have a specialized system to use for redaction on the messages related to a specific records request, instead of doing it manually.

Simple status checks
Citizens can view messages posted online for their request versus records management staff needing to publish the results to the individual who made the request.
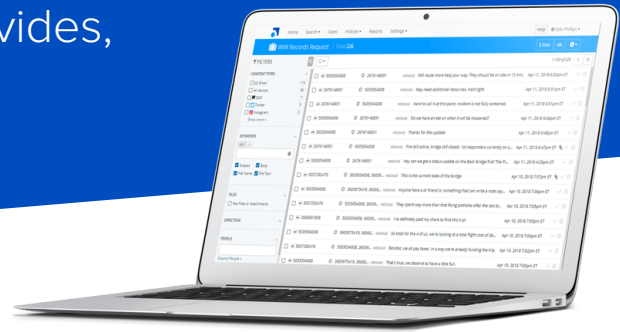
Easy workflow for citizens
Citizens wanting information can easily search online and see whether a similar request has already been made before submitting a duplicate request. The workflow now gets started immediately online versus citizens submitting an email or hardcopy request.

Easy workflow for records and IT staff
Records staff can search, find and extract specific messages to satisfy requests without involving IT, saving resources and time. IT staff are now free from triaging requests and searching through on-premise servers across multiple different communication sources.

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Get all the benefits text messaging provides, while mitigating the inherent risks

Supported carriers include:

AT&T

Verizon

US Cellular

How it works

Smarsh offers the only archiving solution available that captures mobile messaging content directly from leading carriers. Smarsh captures content across any combination of devices, OS, carrier plans and ownership models (government-issued and BYOD).

- Mobile provisioning can be done on an individual device, or all devices and can be attributed to the name and email address of the employee. Devices can be deprovisioned from the admin directory at any time.

- Once implemented, message data is captured automatically in near real-time and is sent encrypted to the Connected Archive. There it is indexed and made available for quick, on-demand search alongside all other supported content.

- Archived messages, including SMS and MMS, are threaded together to show the full context of the conversation.

- Images and files are also supported and can be viewed or downloaded in their original form.

- Messages can be retained to meet your records request compliance or other government-driven needs.