

The Anatomy of a Public Records Request

Streamline your public records request process with a modern electronic records management solution.

The Request Process

Before Streamlining



Reviewing records

This can be a time-consuming process, especially if the records request spans a long period of time and includes thousands of communications.

What happens when records can't be produced?

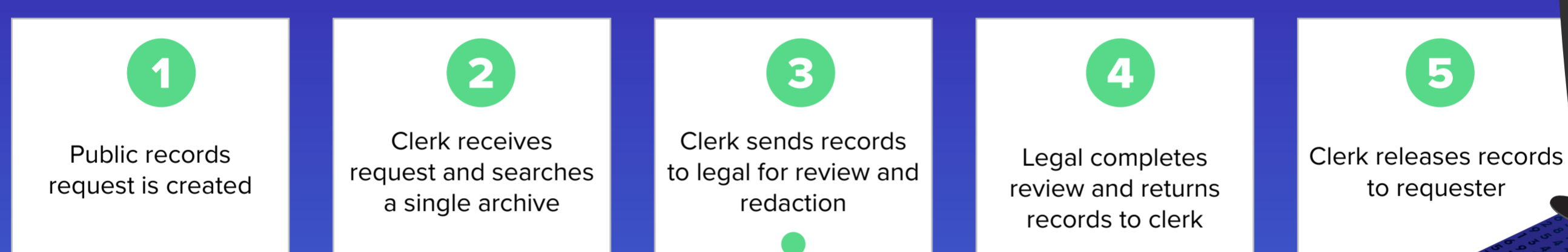
When records can't be produced, agencies risk fines, litigation and mistrust by their constituents.

Some archives aren't easily searchable.

For example, text messages might be flattened images or screenshots of texts. These flattened images require records managers to manually enter meta data to describe the content. This is time consuming and prone to human errors.

The Request Process

After Streamlining



Simplify the Process

Consolidating multiple disparate archives into a single repository simplifies the records retrieval process.

Benefits of a modern electronic records management solution

- ✓ Automate forms and hard-copy handling
- ✓ Free IT from continuous search and triage of information requests
- ✓ Spare your legal team the toil of manual redaction
- ✓ Reduce the risk of fines from delays or incomplete information
- ✓ Build public trust and transparency

How Smarsh can help

Our archiving solutions support more than 80 different communications channels across email, SMS/text, social media, IM/collaboration, voice and web. We partner with many industry carriers for direct capture of all mobile content from your employees' devices.

Through our partnership with NextRequest, we also offer an end-to-end solution that enables:

- ✓ Constituents to easily create public records requests online through an online portal
- ✓ Clerks to accept, manage and respond to public records requests using the same portal
- ✓ Legal teams to perform redaction prior to publishing the records extracted from the archive

Ready to find out more about public records management solutions?

DISCOVER HOW