



Industry Solution | Government | Public Records Solutions

## Produce public records requests faster without sacrificing security or the bottom line

Promotes affordable transparency and insight into government initiatives

Completes constituent requests faster

Offers online constituent access without sacrificing revenue or security

### The Basics

Access to public records is a cornerstone of open government and transparency, but it isn't easy to accomplish. With the staff and budget pressures of the New Normal and today's constituents clamoring for better online services, government agencies are looking to self-service options for relief from these pressures. The OnBase Public Records solutions create a complete package to manage the full scope of public record needs.

### The Challenges


With most organizations feeling the burn of an already reduced staff, requests for public records consume time and budget that could be used to address other tasks. As scrutiny of government has increased, timeframes for fulfilling requests have also been scrutinized, creating a need to track and enforce the fulfillment of requests so they are met in a timely fashion.

- Staff time necessary to fulfill even routine records and document requests is stressing workloads, particularly as over-the-counter requests increase
- High consumers of documents like other government agencies, title companies and attorneys add to the pressures facing staff
- Assembling requests that span different departments and government processes is difficult and can require redaction of confidential information

### The Solution

The OnBase Public Records solutions help you meet legal responsibilities for transparency and open government initiatives by easing access to public records. With OnBase Public Records solutions, you retrieve and bundle documents to meet records requests, provide self-service access to documents and records, automate the request process and even redact confidential information.

**OnBase**<sup>®</sup>  
by Hyland



### **Promote open government and transparency affordably**

Fulfilling record and document requests is an important legal responsibility for government entities. The problem comes in when these important responsibilities are managed by smaller and smaller staffs.

With the OnBase Public Records solutions, you have tools for efficient search, web self-service for constituents and fee-for-document models, as well as security and redaction tools to protect sensitive information. That way, staff fills requests quicker, easing strain on them and making constituents happy. And because you're leveraging an existing investment, it's a solution you can afford that also provides the transparency your constituents demand.

### **Automate constituent requests to gain visibility into processes**

Governments need to track public records requests to ensure that they're fulfilling them in a timely fashion, especially as legal consequences for missed deadlines increase. The OnBase Public Records Request solution automates the request process – it helps staff find, redact and bundle documents. At the same time, it gives you a clear view into the process. You can track the status of requests so you're sure to meet your legal obligations without creating and managing manual tracking systems.

### **Offer constituents online access without sacrificing revenue or security**

Now more than ever before, officials at the state and local level feel an increased pressure to provide easier access to public records. The OnBase Public Access and Document eCommerce solutions create an easy way for your organization to add search, subscription and pay-per-page document download to your website. You continue to collect fees for requested documents, but constituents complete transactions on your existing website through a secure portal instead of in person.

By using your website to automate information requests, you relieve the pressure on your office staff and improve constituent satisfaction. And with OnBase document security and tools like Automated Redaction, you can be sure that the information is secure so you can make more documents available, reducing the number of records requests staff have to process.

## **Why OnBase?**

Achieve your goal of an efficient, transparent government by putting public records in the hands of constituents with the OnBase Public Records solutions. Your staff will complete public requests faster by offering self-service web options that automate the request process. Whether available to download or view from your website, OnBase keeps confidential information secure. And because OnBase is both affordable and easy to configure, it's a sustainable solution that has an ROI that emerges almost as quickly as it deploys.

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