

# Make public records accessible and secure automatically

## The Payoff

- Captures information regardless of format or location
- Keeps sensitive information secure today and into the future
- Provides constituents with fast, secure information access

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## The Basics

Today's state, county and city government organizations are faced with reduced staff, revenue and time – all challenging the level of service provided to constituents. It also stresses basic governmental functions like records management and public access to records. This is even more true as constituents and regulations call for more transparency.

The OnBase Capture, Redact and Retain solutions ease these demands and let government safeguard documents while keeping them accessible to those who need them.

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## The Challenges

With hundreds of new requests arriving daily, your staff feels the pressure to fulfill requests fast, which isn't easy when records are scattered across different departments and in different formats. You need a complete document management solution that helps you deal with:

- Capturing government documents no matter what form they come in – online services, paper forms, electronic files, PDFs and even photos, video and audio files
- Keeping public documents accessible while respecting and protecting sensitive and confidential information
- Storing documents for the right amount of time and according to regulations

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## The Solution

With the OnBase Capture, Redact and Retain solutions, you effortlessly bring in and index documents (capture), automatically keep sensitive information confidential (redact), and hold on to documents for the right amount of time (retain). In addition, you can place holds on records as needed and serve up records online. These powerful tools reduce the time staff spends on over-the-counter-requests to serve constituents more efficiently.

### ***Capture information fast the first time, enterprise-wide***

The OnBase Capture, Redact and Retain solutions provide your organization with options for capturing various documents and content in the way that makes sense for your needs and your budget.

Staff scan high volumes of paper all at once or capture them on an ad hoc basis. You can also choose to scan documents in one centralized place or place scanners in different locations. And it's not limited to just paper. OnBase captures all kinds of content, including converted microfilm or fiche and electronic content ranging from reports to photos to video. Once in OnBase, content is automatically indexed and stored in a single, centralized repository. It's immediately available to authorized users in any location with only a few mouse clicks or by a quick search.

### ***Secure confidential information and protect records for the future***

Once the content is centrally stored in OnBase, the next step is to make it accessible. First, you need to make sure any confidential information stays confidential. With Automated Redaction, OnBase intelligently identifies sensitive information and redacts it so it's ready for public access.

Reducing the staff time necessary to redact sensitive or confidential information from documents makes it easier to meet public records requests in a timely fashion. You can also set up the solution so constituents can access records online and through subscription-based web services.

The OnBase Capture, Redact and Retain solutions also help you retain documents appropriately. With automated document retention scheduling – including destruction, holds and event-driven review – you're sure to keep content for the right amount of time.

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### **Why OnBase?**

The OnBase Capture, Redact and Retain solutions deliver cost-effective and efficient ways to meet public record requests and fulfill open government and transparency requirements with confidence. And with OnBase, you can start small but still have a responsive solution that supports your staff level and is affordable to maintain or expand. With many options, you can also easily share costs and value with other jurisdictions or across departments or agencies.

Learn more at [Hyland.com/Government](http://Hyland.com/Government)

