KONICA MINOLTA

ENTERPRISE CONTENT
MANAGEMENT

KONICA MINOLTA POINT SOLUTIONS
# PUBLIC RECORDS REQUEST/ FOIA MANAGEMENT

# TAKE CONTROL OF YOUR PUBLIC RECORDS REQUEST PROCESS WITH A READY-TO-DEPLOY APPLICATION

Access to public records is a cornerstone of an open, transparent government. Unfortunately, an overreliance on paper-based and manual public records request fulfillment makes meeting request deadlines difficult. Hunting down documents from multiple departments, locations and filing cabinets puts a burden on government staff and leads to lengthy fulfillment cycles – damaging public trust.

Once received, tracking and distributing requests becomes a challenge of reviewing long email chains, making phone calls and hunting down documents. Tracking systems are routinely just spreadsheets that require manual data entry and further consume staff time.

With the Konica Minolta Public Records Request solution, you simplify request submission and fulfillment. From online request capabilities and comprehensive record searches to digital delivery, this Point Solution improves the process from beginning to end.

Simplifies request submission and delivery for constituents

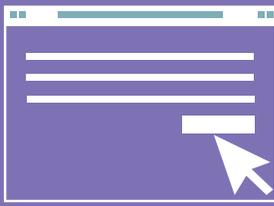Provides comprehensive search complete request fulfillment

Improves process transparency and reporting for better constituent service
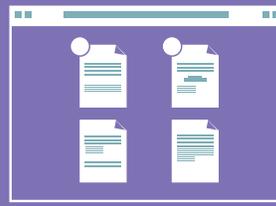
## PUBLIC RECORDS MANAGEMENT DELIVERS

- End-to-end solution
- Rapidly deployed
- Supports online requests
- Automated processes
- Redaction
- Reporting dashboards
- Timers and notifications
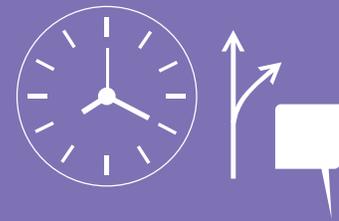- Electronic fulfillment

## READY-TO-DEPLOY ENSURES

- Rapidly deployed
- Modified easily
- Faster ROI

**Web-based request submission**

**Dashboard to manage requests**

**Automated tracking, routing, timers and notification**

**Reporting**

**Automated, electronic delivery of request packages**

## With the Public Records Request (PRR) solution, you simplify request submission and fulfillment. From online request capabilities and comprehensive record searches to digital delivery, our pre-configured solution improves the process from beginning to end.

**Simplifies Request Submission and Delivery for Constituents**
More than ever before, government officials feel increased pressure to provide easy access to public records and often face mandates for fulfilling requests. PRR simplifies the request process by providing web-based request submission in addition to paper requests. Whether submitted online or by other methods, requests enter a workflow so PPR can automatically route them to the correct department for review, assignment and fulfillment.

After retrieving the requested records, PPR compiles the documents and posts them to an online portal for retrieval. This speeds fulfillment times, provides convenient access for your constituents and saves valuable staff time — all while meeting your legal obligations.

And, because you eliminate paper, PPR automatically tracks requests without the need for additional manual data entry. This frees up staff time to focus on completing more requests and other tasks.

**Provides Comprehensive Search for Complete Request Fulfillment**
PRR helps overcome the challenge of actually finding records as well. By providing a single, central and electronic location to store records, you return the time staff would formerly waste digging through filing cabinets, offsite storage or disconnected information siloes. With PRR, you ensure a complete search and a full list of documents that meet the request.

To ensure complete searches, PRR provides a range of search tools to identify potential records required to complete requests. Keyword and full-text searches allow you to find documents easily, regardless of whether you know the title or dates of documents. By improving
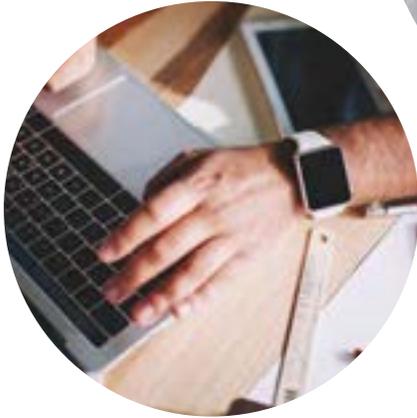
your ability to find records, PRR helps ensure that you fulfill each request as completely as possible. And, with redaction tools, you protect any sensitive or confidential data on documents before delivering the request.

**Improves Process Transparency and Reporting for Better Constituent Service**
Satisfying public records requests is an important legal responsibility for government entities, so the ability to track and report on request fulfillment is crucial. PRR workflow helps meet these legal requirements by managing task touring, timing and escalation. With PRR, you can notify staff when request deadlines are approaching so they work on them first.

Additionally, this solution equips you with reporting dashboards that describe and identify bottlenecks while allowing you to view reports on any request. Dashboards report on many areas — including open requests, request types, assigned departments and more — allowing better management of tasks and increased visibility into bottlenecks that slow fulfillment.

The solution tracks and stores all information surrounding a request as well, so any time an audit comes up, it's easy to demonstrate that your organization completed requests within the legal timeframes. PRR provides the transparency and speed your constituents expect for completing public records requests.

# ABOUT KONICA MINOLTA POINT SOLUTIONS

Point Solutions are rapidly deployable Konica Minolta solutions. For many customers, we craft tailored solutions based on current and desired business outcomes. With Point Solutions, we have leveraged customer experience, feedback and industry best practices to create a ready-to-deploy solution from the top down. Working from overarching design goals, we are able to create a model solution that can become an excellent starting point for business needs. This allows us to deliver very complex solutions in a shortened time period.

## PARTNERSHIP.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

| INFORMATION MANAGEMENT | IT SERVICES | TECHNOLOGY |
|---|---|---|
| Enterprise Content Management (ECM) | Application Services | Office Multifunction Business Solutions |
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| Automated Workflow Solutions | IT Security | 3D Printers |
| Business Process Automation | Managed IT Services | Wide Format Printers |
| Security and Compliance | IT Consulting & Projects | Laptops, Desktops and Computer Hardware |
| Mobility | | Servers and Networking Equipment |
| eDiscovery Services | | Managed Print Services (MPS) |
| | | Managed Enterprise Services |

For complete information on Konica Minolta products and solutions,
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