



# **Confidently Provide Indexing and Transparent, Controlled Retrieval of Documents With Kofile's Records Access Solution**

**Designed exclusively for Local, County, and State  
Government Agencies from the leaders in Critical  
Records Management at Kofile**



## Critical Records Management challenges and opportunities facing the guardians and champions of records in a digital world

Elected and appointed officials such as supervisors, judges, sheriffs, district attorneys, clerks, recorders, auditors, and assessors take a sworn oath to be the guardians and champions of critical records. Protecting, providing transparency, and controlled access to historical documents and the vital, property, and judicial records required for citizens and companies to conduct business and navigate life events is an important responsibility.

In today's digital world, staff, citizens, and businesses need and expect critical records to be available online and one click away with 24/7/365 access. However, outdated processes, technology gaps, and indexing errors can lead to a frustrated attorney having to make an hours-long in-person visit to the courthouse to access records for an upcoming case. Or wasting staff resources scrolling through microfilm to search for a record. Transparent public access to records better serves constituents and businesses and enables staff to work remotely amid changing employment dynamics.

### Improving online access benefits constituents and improves hiring practices

“When COVID-19 hit, we were prepared with remote access, but we envisioned that we could build on access and offer our customers the ability to be able to do what they needed from home. Our employees also benefited from our status and were afforded the opportunity to work remotely. With the changing employment market, technology updates allow us to compete with flexible scheduling and helps with our hiring practices.”



**Cindy Stuart**

Hillsborough County, FL, Clerk of Court and Comptroller

Forward-thinking public leaders are putting digitization and access to critical records at the forefront of their campaigns to meet growing expectations and better serve their communities.

### Digitizing and providing online access builds community trust and engagement

“One of my top priorities has been to enhance public access and make records easily accessible online. This has been a big undertaking and one we've been working on for a few decades. We began digitizing deeds back in 1998. We have been working on this project in phases, and currently, all deeds from 1957 to the present day are available online, as well as all marriage licenses ever recorded in Polk County. With the completion of this project, all deeds ever recorded in Polk County will be viewable online.”



**Stacy Butterfield**

Polk County, FL, Clerk of the Circuit Court and Comptroller

However, officials face significant challenges when they work toward modernization. Under their watch are billions of diverse documents in varying conditions and readiness for digitization and public access. Due to deterioration, age, and wear and tear from regular handling, leaders often find that records require restoration and preservation before digitization and online access. Business continuity, disaster recovery, and controlled digital access must be on the minds of every government leader bringing records online. And greater online accessibility comes with the genuine threat of cybercriminals, fraud, and ransomware. No government agency wants to be the next victim of a cyberattack.

## Key CyberSecurity Facts Every Government Leader Must Know

# \$70 bn

is the cost of ransomware attacks on US government agencies from 2018 to October 2022

— Comparitech

# 60%

more malicious DDoS attacks occurred during the first six months of 2022

— GovTech

# 50k

websites are hacked daily; every 39 seconds there is an attack on the website

— CyberWatch

# 49 Days

is the average time it took to resolve cybersecurity attack

— IBM

## Officials are adopting Critical Records Management to address growing and diverse requirements

While most local, county, and state governments understand the importance of digitization and access, and many have begun imaging active records—proper indexing, archiving, online search, and retrieval can't be overlooked. Records indexing and archiving are key to efficient online records search and retrieval, and that expertise is disappearing from agencies nationwide due to retirement.

There are many layers of complexity to ensure records are quick and easy to find and retrieve. After partnering with thousands of government organizations and their staff, we consistently find that government leaders can underestimate indexing as simply a data administration and entry task or believe Optical Character Recognition (OCR) technology alone can solve their search and retrieval challenges.

Furthermore, providing transparent access in a digital world where staff and constituents can retrieve critical records from home increases the risk of cybersecurity attacks. Leaders must balance security requirements with enabling easy self-service for staff and constituents to quickly find the records they need online and realize the full value of their digitization efforts.

Records management is incredibly complex, and leaders are rethinking their approach to navigate the intricacies and modernize government services. Officials are adopting Critical Records Management—a holistic, long-term strategy for preserving, digitizing, and providing records access.

Every record is unique and requires specific treatment, management, and care plans. Some documents require preservation before digitization or digital enhancement after imaging, while others are ready for digital capture. That's why a Critical Records Management plan is a co-creation between government leaders, staff, and vendors like Kofile to address comprehensive and tailored solutions. It starts with a wellness check-up and assessment to take inventory and understand the state of records under their watch. Then, leaders and their staff can focus on the most urgent needs and mid-to-long-term care requirements using the right mix of techniques, expertise, technologies, and processes.

## Kofile's Critical Records Management solutions modernize your approach to preserving, digitizing, and providing access to public records

Provide transparent public access to critical records that better serve constituents and staff with rapid search, retrieval, and controlled digital access.

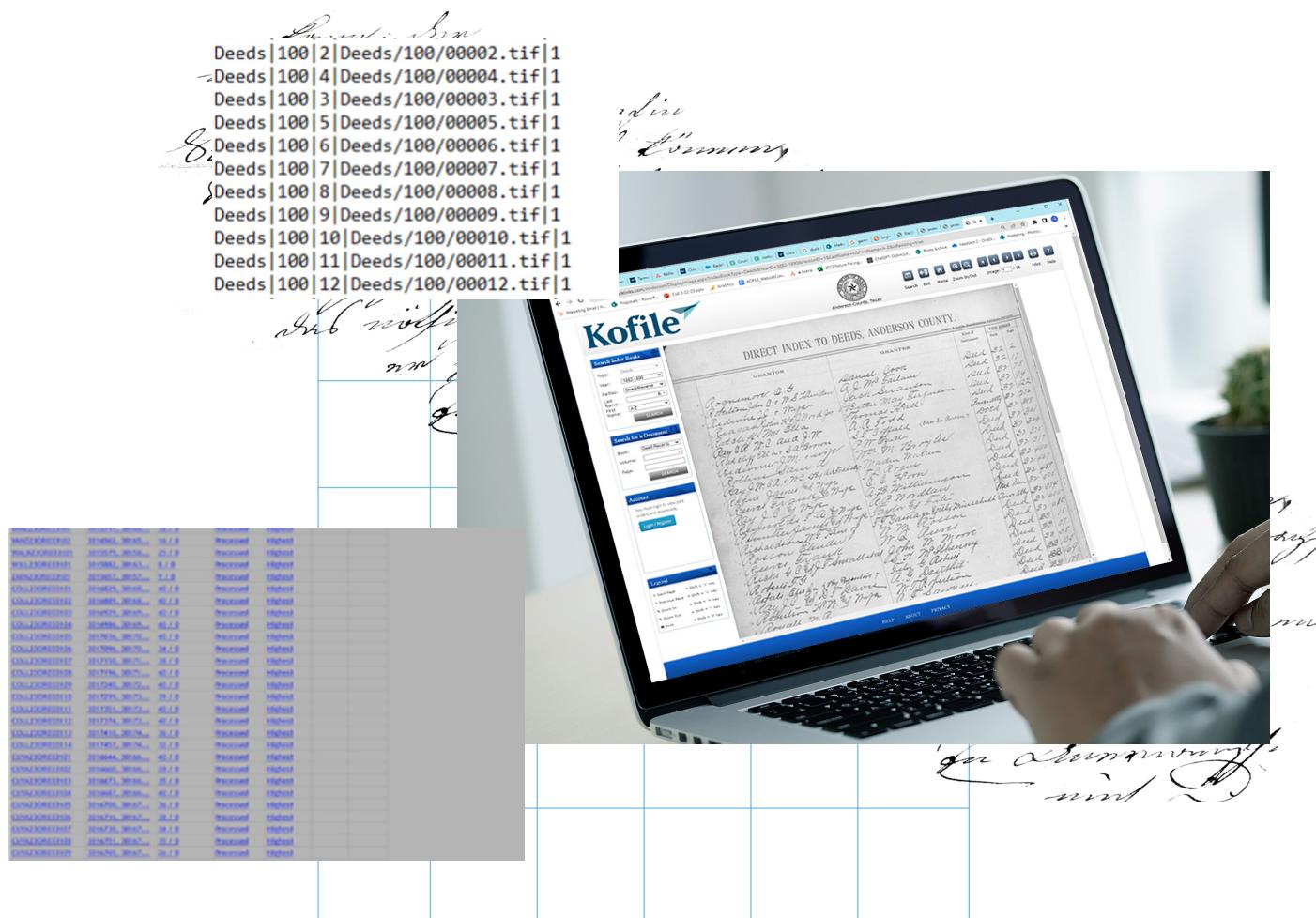


## Defined and comprehensive Access services addressing the unique needs of every record

Providing transparent records access requires accurate indexing and intuitive software for search and retrieval. Records indexing is not simply a data administration task. It requires skill, expertise, and meticulous attention to detail to create accurate indexes and the correct file formats and naming conventions to provide a seamless experience. At Kofile, our indexing experts have an average tenure of 20 years working with diverse record types, large-volume books, cursive handwritten records, hand-drawn diagrams, and typescripts. Our industry-leading quality assurance uses a double-blind key process to produce the most accurate indexes.

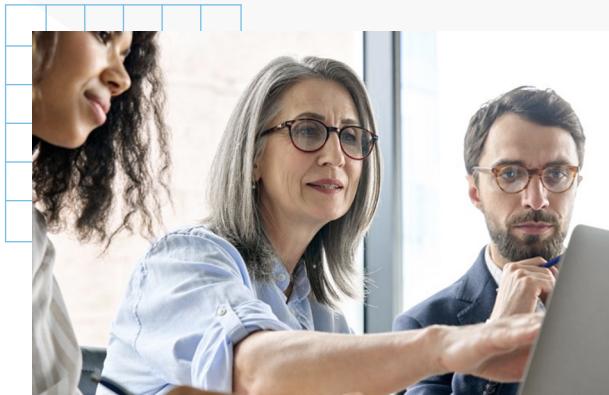
With transparent, 24/7, anytime access now a public expectation, QuickLink, our intuitive and user-friendly interface makes retrieving records online easy for constituents and staff while providing controlled access to prevent fraud or theft.

**A defined and comprehensive Access Solution includes the following services:**



## File Conversions & Format

Ensure records indexing and archiving are compatible with existing platforms, file formatting, naming conventions, and other unique requirements to search and retrieve records rapidly.



### Consultation

Expert consultation with Kofile to discuss indexing best practices, assist with code errors, and review each agency's indexing requirements for optimal search and retrieval of records. For example, some offices have legacy indexing rules and standards that require "IRS" to be indexed as "Internal Revenue Service." And some request partial IDs and street addresses, while others do not.

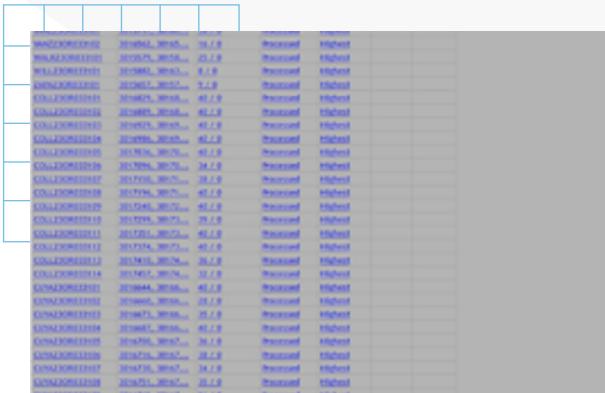
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### Delivery Format

Kofile adheres to file formats, naming conventions, resolution level, color depth, and delivery systems compatible with each agency's unique requirements and existing platforms for a seamless customer experience.

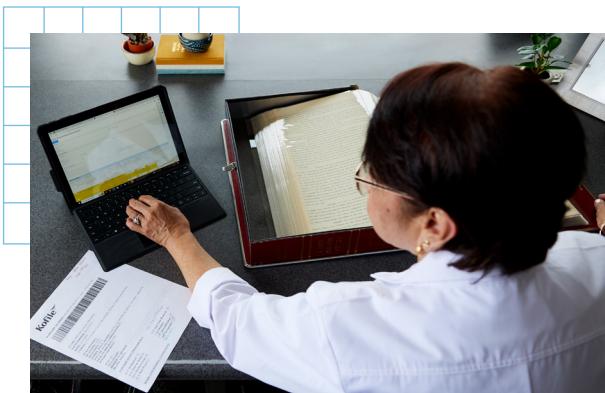
## Indexing & Archiving

Enable staff and citizens to rapidly search and retrieve records through accurate daily or historical indexing and archiving.



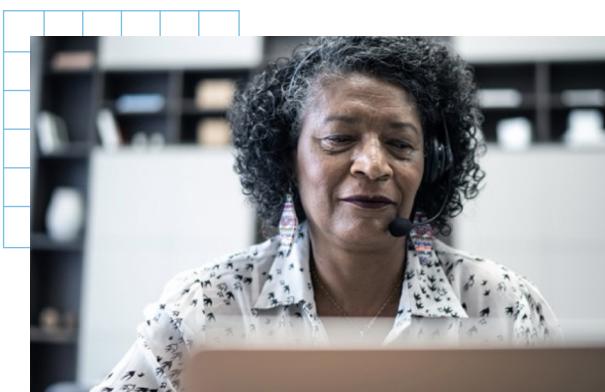
## Indexing

Highly-trained indexing experts with an average tenure of 20 years working with diverse record types, large-volume books, cursive handwritten records, hand-drawn diagrams, and typescripts to produce accurate indexes according to each agency's requirements and government best practices. We offer daily or historical indexing capabilities or real-time indexing and archiving via API with an existing recording system for efficient search and retrieval.



## Archiving

Kofile retains a copy of the original record for quick, specific access for compliance and future retrieval.

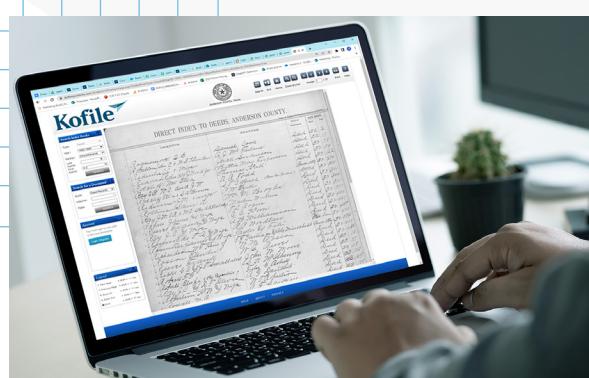


## Accuracy Verification

Kofile is the industry leader in applying a double-blind key process to achieve the highest indexing and archiving accuracy level. The double-blind key process involves having two trained technicians complete indexing for the same records. A third trained technician compares the results from both sets of indices and resolves any discrepancies. This process ensures the highest accuracy level, saving leaders and their staff significant time wasted on checking indices.

## 24/7 Online Access Better Serves Communities

Provide staff and constituents with 24/7 anytime, anywhere access and ensure business continuity to critical records with QuickLink's user-friendly, web-enabled software.



### User-Friendly, Web-Enabled Software

QuickLink's intuitive software interface that requires no training or IT involvement for staff and constituents to browse, search, and self-service critical records quickly, easily, and 24/7 online.



### Controlled Online Access

Controlled access capabilities enable public officials to manage shared information to prevent fraud, distortion, or theft of critical records.

Kofile's Digitization Solution may be applied as part of a comprehensive access strategy. Kofile's full-service digitization solution delivers premium digital images using cutting-edge scanning technology and quality control measures, certifying the image quality of every document so leaders can confidently bring records online.

**Download the Critical Records Digitization Solution overview to learn more**

[GET THE SOLUTION](#)

## Questions to ask your vendor to assess the quality of their indexing and access solution:

- How many years of experience do your indexing technicians have?
- Do your indexing technicians have expertise reading cursive handwritten records and hand-drawn diagrams?
- What is your quality control process for ensuring the accuracy of indexes?
- Do you remove code errors, and can you customize indexing rules based on my requirements?
- Is your software intuitive that I don't need to train my staff and constituents to navigate it for online records access?
- What controlled access capabilities do you offer to prevent fraud or theft?

## The Kofile Way: Preserving, modernizing, and protecting your community's past, present, and future

# The Kofile Way

### PASSION & EXPERTISE

- Consultative Field Teams
- Unmatched Craftspeople & Technicians
- Dedicated Project Teams

### RESOURCES & TECHNOLOGY

- Advanced Specialized Equipment
- Best-In-Class Facilities
- Real-Time Tracking Software

### PROCESS & PROTOCOLS

- Strict Chain of Custody
- Rigorous Quality Assurance
- Comprehensive Project Management

Kofile's mission is to empower elected and appointed officials to modernize government, fulfill their sworn oath, and build thriving communities through our Critical Records Management solutions.

But just as important as what we do is how we do it. The Kofile Way is our unwavering promise to deliver the highest quality Critical Records Management results for every project by combining passion and expertise, resources and technology, and processes and protocols. It's a comprehensive, consistent, care-driven approach that considers every detail—from pick-up to production to drop-off—of delivering quality that lasts hundreds of years and the peace of mind that we treat and safeguard every record as our own.

We fully guarantee our work through our Standard Service Warranty. We perform all work in a manner consistent with or greater than industry standards require and will correct any errors or unsatisfactory work free of charge. This warranty extends for 90 business days after project completion.

## Our Passion and Expertise

We're a diverse, passionate, and empowered team of history buffs, craftworkers, change agents, and skilled technicians with decades of experience partnering with government agencies and their officials, navigating large-scale programs, advocating for and supporting leaders in every craft and stage of Critical Records Management. Our passion and expertise spans decades of partnering with over 3,000 local, county, and state government agencies and their leaders to modernize government, protect artifacts that create community pride, and deliver on constituents' needs.

### **Consultative field teams accurately assess, identify, and scope record requirements**

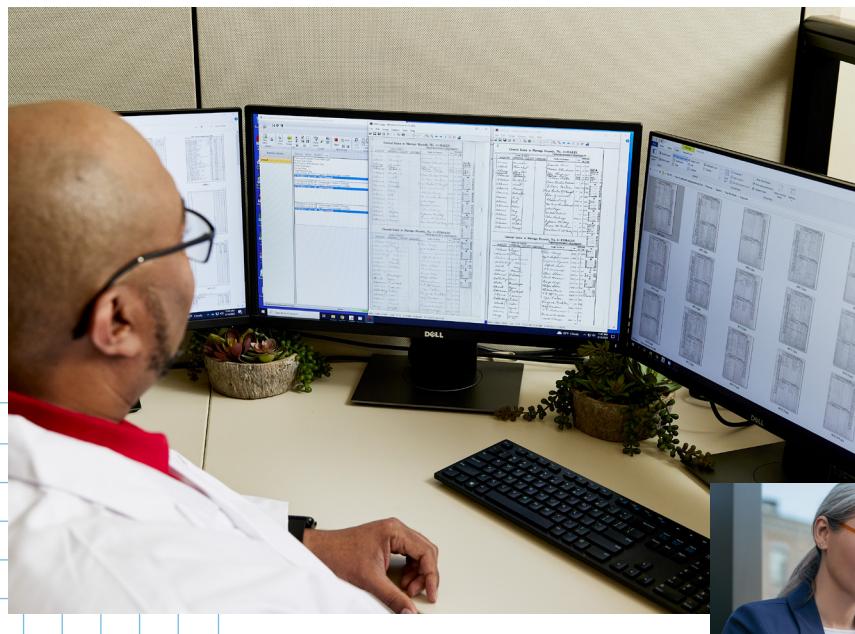
Our field teams are Critical Records Management experts, helping government leaders identify and assess the state and inventory of records in their custody. They partner with leaders and their staff to co-create a comprehensive plan to address immediate and long-term records requirements, provide support in front of commissioners and boards, and advise on navigating funding and project approvals.

### **Certified technicians trained in the intricacies of records indexing and access**

Our indexing experts have an average tenure of 20 years working with diverse record types, advising government agencies on best practices, adhering to each jurisdiction's unique requirements, and producing accurate indexes for rapid search and retrieval. Our ongoing training and development programs replenish indexing and archiving expertise to replace outgoing staff and preserve the craft for future generations.

### **Dedicated project teams empowered to manage every aspect of your project**

Accountable project teams digitally track the progress of every project from pick-up to production to drop-off and can provide government leaders and their staff with prompt access to any record during treatment.



## Our Resources and Technology

As government leaders work towards modernization, we continuously invest in bringing together advanced and specialized equipment, best-in-class lab and production facilities, and proprietary software to address their growing Critical Records Management needs.

### **Advanced and specialized equipment, tools, and materials to ensure high-quality work and results**

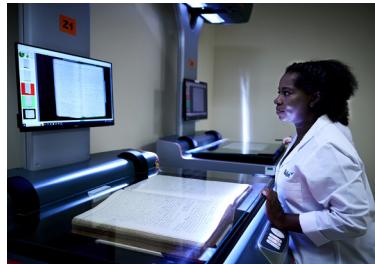
Each record type is unique and requires a care plan and specialized equipment. Kofile invests in cutting-edge Opex and 60" scanners, proprietary imaging software to enhance digital scans, and a user-friendly, web-enabled interface for controlled online records access and business continuity.

### **Best-in-class lab and production facilities to support your diverse record requirements**

Our seven dedicated state-of-the-art laboratories and production sites across the country support all geographic regions, diverse records requirements, and a high volume of Critical Records Management projects. Our facilities have 24/7 manned on-site security, electronic surveillance, motion detection, and regulation controls to maintain optimal temperatures and humidity levels and prevent contaminants.

### **Real-time tracking for production efficiency and visibility of record and project status**

Our real-time digital tracking software and dashboards, explicitly designed for managing the lifecycle of critical records provide project managers with visibility into the location and status of every document in our care. As each project is unique, our flexible software adapts to each project's requirements and is scalable to accommodate larger volumes or complexity.



## Our Processes and Protocols

Our processes and protocols ensure project accuracy, quality, and record safety. They begin when we visit a government office for a records wellness evaluation and end when they are safely back in the hands of officials and their staff.

### **Strict chain of custody to ensure the integrity and safety of every document**

The critical records in our custody have irreplaceable value, and their safety and security are a top priority. Our strict chain of custody protocols ensures we're accountable for every record and can provide necessary access during treatment—often within the hour. We've invested in a transportation fleet and drivers to safeguard records. When applicable, our drivers pick up and transport records to one of our secure facilities. Before returning, we review and account for every page and record before our drivers deliver them safely back into the hands of government staff.

### **Rigorous Quality Assurance (QA) for every record at every step in the process**

Kofile's commitment to protecting records representing our nation's history requires that every record meets the highest accuracy and quality standards. We maintain industry-leading accuracy and quality standards by including a comprehensive, multi-tier quality certification for all projects at no extra cost. We apply a double-blind key process for records indexing to achieve the highest indexing accuracy levels. The double-blind key process involves having two trained technicians complete indexing for the same records. A third technician compares the results from both sets of indices and resolves any discrepancies.

### **Comprehensive project management to deliver high-quality results and relationships**

All Kofile projects include comprehensive project management. A dedicated project manager ensures every project meets milestones and follows all quality assurance and control steps using real-time tracking software to deliver the high-quality results that government officials and constituents expect. They are accountable for regular updates and communicating change orders, risks, or issues during the project's lifecycle to government officials and their staff.

### **Entrusting Kofile's Access Solution to better serve constituents**

“Title researchers, attorneys, and the general public need access to county records dating back to 1980. Digitizing and indexing those records using a trusted partner like Kofile provides increased remote access, while limiting foot traffic and strengthening the ability for title businesses to process real estate transactions during national emergencies and pandemics.”



**Brenda J. Rainsburg**  
Hardin, OH, County Recorder

## Government agencies and their leaders fulfilling their oath and providing public access to critical records

Constituents and businesses expect a modern, frictionless experience in today's fast-paced world. When Cindy Stuart became the Hillsborough County Clerk of Court and Comptroller's office in 2020, she sought every opportunity to innovate and expand access and services to constituents by integrating technology and digitization. The unique experience of coming into office during the COVID-19 pandemic inspired her to improve online resources accessible anywhere. This flexibility would allow staff and constituents to access online resources more efficiently, saving precious time and unnecessary effort when searching for an active record. And she can ensure business continuity by protecting vulnerable microfilm media from everyday handling and use.

### Saving staff and constituent time and effort through accurate records indexing and access

“Instead of having to load that microfilm, dig through, and scroll, our staff can just pull up an index from Kofile and click on a name and the information is available in a matter of minutes. The process of retrieving a record before the Kofile project probably took 30 minutes to an hour if someone knew the names and dates of what they were looking for, but it could be several hours if they couldn't specify details that are pertinent to a search. The new method that we are offering with the Kofile indexing allows users to avoid many of these steps to search for information.”



**Cindy Stuart**

Hillsborough County, FL, Clerk of Court and Comptroller

### Get started on your Critical Records Management journey with a wellness evaluation of your records inventory

Where are you on your Critical Records Management journey? Start with a free wellness evaluation to take inventory and understand the health of your critical records.

### Schedule a consultation with a Kofile Access Solutions expert to perform a wellness evaluation on the state of your records

Email [Experts@Kofile.com](mailto:Experts@Kofile.com) to get started.



### **Your Trusted Partner for Critical Records Management**

Kofile is the leader in Critical Records Management working closely with county, local, and state government organizations and their leaders. Our commitment to preserving, safeguarding, and modernizing access to history and the public record drives everything we do. Trusted by over 3,000 government organizations and officials earned from decades of service and innovation, we apply the right mix of expertise, technology, and processes to empower leaders to increase the impact of government services more efficiently.

**Kofile**  
Critical Records Management

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