



Preserving, Digitizing, and Modernizing Access to Records That Support Our Democracy and Build Thriving Communities

Most people don't understand the importance of Critical Records Management until a legal, property, or life event occurs and they realize how much citizens and businesses rely on records. For instance, when someone purchases a first home, gets married, has a child, or is discharged from the military. And when title officers, attorneys, or realtors urgently need property records for real estate transactions.

However, Critical Records Management is more than just maintaining records. Government agencies and their elected and appointed leaders are the guardians and champions of historical and active records representing people's legacies, the community's past and present, and the necessary documents for citizens and companies to conduct everyday business.

Kofile is the leader in Critical Records Management, working closely with local, county, and state governments to preserve, digitize, and provide transparent access to historical and active records. Trusted by over 3,000 government organizations and officials earned from decades of service and innovation, we apply the optimal mix of expertise, technology, and processes to empower leaders to modernize government services and meet constituent expectations.



About Critical Records Management

Critical Records Management is a modern approach to managing, maintaining, safeguarding, and providing access to records. It's a partnership between government leaders, staff, and vendors like Kofile to co-create a management, treatment, and care plan for comprehensive and tailored critical records needs.

The value of Critical Records Management includes:

- Regular assessment and review of the usability, legibility, and compliance of essential records required by law and expected by citizens
- Strategic plan to meet the short- and long-term restoration, preservation, and maintenance of records
- Development of quality processes and resources for indexing and archiving to accommodate modern digital, paper, and handwritten records
- Tools for providing controlled digital search and access to public records from anywhere to support staff and constituents

Critical Records Management Challenges and Opportunities Facing the Guardians and Champions of Historical and Active Records

Elected and appointed government officials face significant challenges as they care for critical records in a digital world. Surging record volumes outpace storage, resulting in stockpiling irreplaceable records in basements and offices, risking vulnerable historical and active records to increasingly devastating weather events, floods, or fires. While insurance can pay for building repairs and computers, it can't bring back destroyed critical records. Citizens and businesses need and expect critical records to be available online, one click away with 24/7/365 access. However, not all records are ready to be brought online. And outdated processes, technology gaps, and indexing errors can lead to a frustrated citizen having to make an hours-long in-person visit to the courthouse to access records.

Caring for critical records is increasingly difficult. There are billions of diverse documents in varying conditions and readiness for digitization and access. But it's also an opportunity for government leaders to modernize their approach and consider the entire records management and care lifecycle that meets growing constituent expectations and serves their communities better.

The Essential Role of Government Leaders As Guardians and Champions of Records

“Today’s record is tomorrow’s history. I don’t think citizens fully understand the importance of our duty in serving the public and making business transactions go smoothly. We preserve the information about the people who lived or passed through our county, so they can access it during the times they need it—usually during milestones and emotional times in their lives. It’s an important responsibility that we promise to have what they need so it’s not another burden to them. And for every property transaction that’s done in this county—title researchers, attorneys, and the general public come to us and trust that we have the records to make sure it all goes well.”

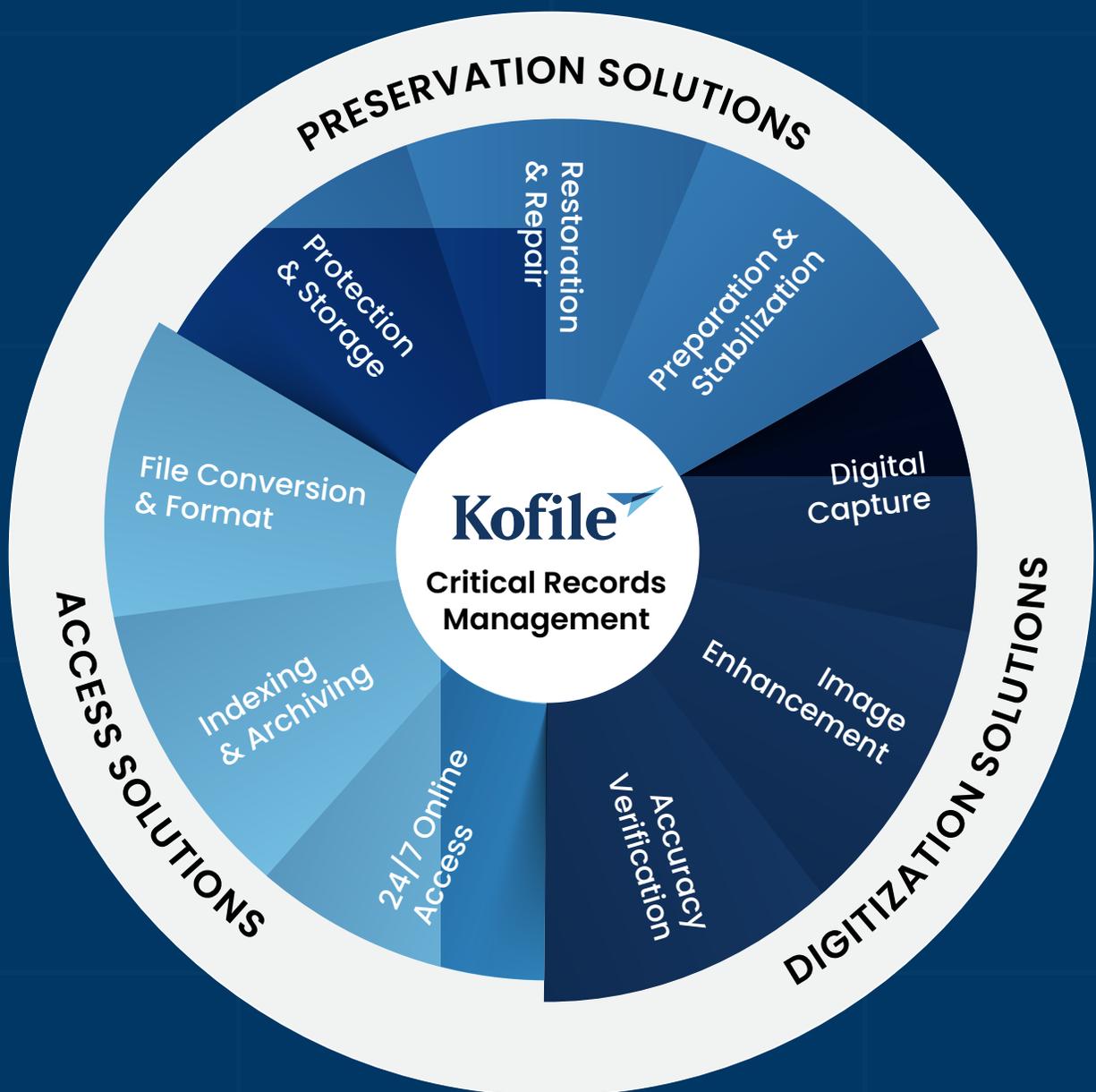


Michael Willis
County Clerk, Tulsa County, OK



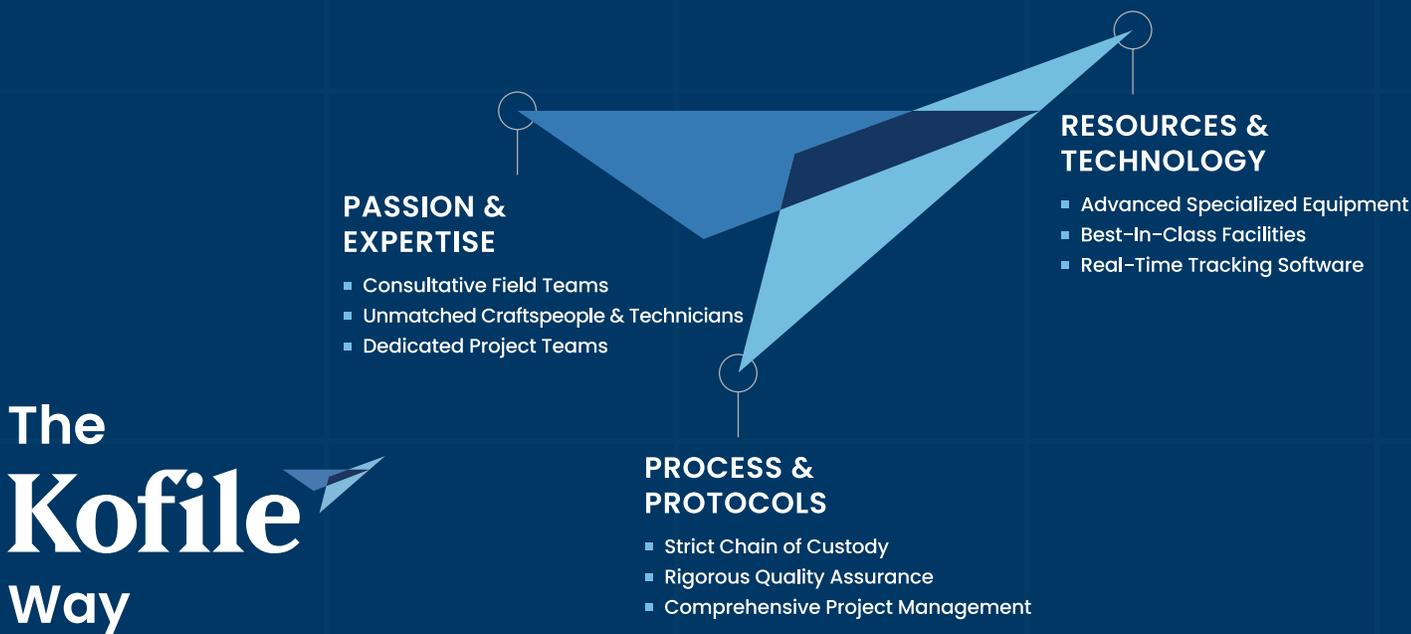
Kofile's Critical Records Management Solutions for Preserving, Digitizing, and Providing Access to Records

Confidently address your diverse historical and public records requirements using a comprehensive, care-driven strategy. Kofile's Critical Records Management solutions for preservation, digitization, and access address the growing short- and long-term requirements for government leaders as they care for the records under their watch and fulfill their oath of office. Our solutions enable leaders to protect original records and their community's history, meet constituent expectations for online access, and ensure business continuity in the event of devastating disasters or cybercriminal attacks.



The Kofile Way is a Proven Approach to Delivering Quality and Peace of Mind

At Kofile, how we do things is just as important as what we do. 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 all 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.

The Unmatched Passion and Expertise of Kofile Teammates Government Leaders Rely On

“When I walked in as a county clerk in 2019, we went and did an audit and inventory of all the historical records in the county clerk’s office that we are responsible for, and it was disheartening to see what condition they were in. We started working with Kofile because of their expertise and reputation. Our duty as county clerks is to preserve and archive records, and their work is beautiful. We can always rely on Kofile because of their strong leadership and the team is on point. I talk to smaller counties that don’t have Kofile, and I feel blessed that we have them for Bexar County so we can serve our constituents.”



Lucy Adame-Clark
County Clerk, Bexar County, TX

Taking Care of Our Teammates

The unmatched passion and expertise of Kofilers mean taking care of teammates is a top priority for our government partners and us. Each teammate receives industry-leading benefits, career training and advancement opportunities, and an environment that's supportive, collaborative, and inclusive.

Why Partners Work With and Trust Kofile

Government leaders entrust us with their irreplaceable critical records and we take that responsibility seriously. These are some of the Kofile values we live and work by every day.

 Transparency Open and honest conversations about our wins and losses	 Proactiveness Think ahead and be empowered to make your own decisions	 Inclusiveness Value every teammate and treat people with dignity and professionalism
 Accountability Be responsible for your own actions, decisions, and outcomes	 Personal Growth Bring out the best in yourself and everyone around you	 Teamwork Win, learn, and have fun as a team

“Being a history buff I was amazed with the history and stories we have in those books. And seeing the work that Kofile had done, I was very impressed with the transformation.”



Dan McPhillips
Recorder of Deeds, Bucks County, PA

“The work that Kofile does is second to none. I’d much rather save tax pay dollar and invest it in the highest quality product that will be around for generations to come versus going with anyone else to try and get things scanned cheaply and quickly.”



Laura Hinojosa
District Clerk, Hidalgo County, TX

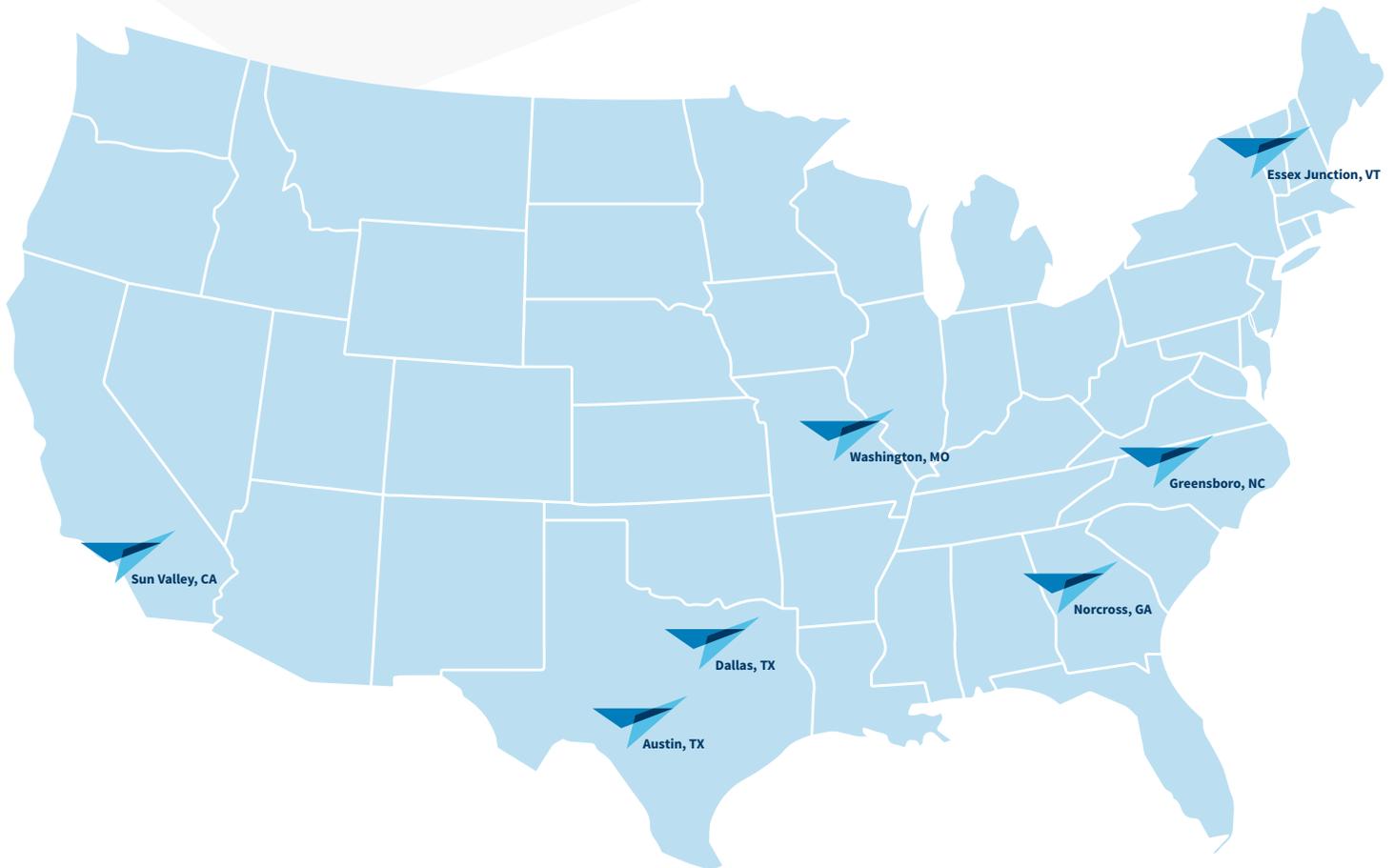
“Tift County has undertaken multiple projects with Kofile. We always appreciate their professionalism and commitment to quality.”



Clay Pate
Clerk of Superior Court, Tift County, GA

Kofile teammates live and work nationwide

We're headquartered in Dallas, TX with secure facilities and laboratories across the U.S. to support diverse government needs. Because of the unique expertise and services we provide, many of our teammates also work remotely.





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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