



## Confidently Bring Records Online With Kofile's Digitization 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 Protecting and providing access to historical documents representing the community's past and vital, property, and legal records required for citizens and companies to conduct business and navigate life events is an important responsibility.

While today's world is undeniably digital, obtaining a record to complete a business transaction for a realtor or title officer may still be an hours-long in-person process. Citizens and businesses expect critical records to be available online and one click away with 24/7/365 access. While some local, county, and state governments have begun digitizing newer records, many dating as far back as sovereignty remains locked up in courthouses or government offices. Forward-thinking public leaders are digitizing and bringing documents online to meet the growing expectations and serve their communities better.

### Digitizing critical records to serve the community better

"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, requiring leaders to consider the entire records management and care lifecycle.

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

Many leaders' first reaction to bringing records online is simply to scan them using an imaging vendor or in-house staff. But this is only a short-term solution, and leaders quickly realize it's insufficient. Not all records are ready to be brought online. Older records have compromised images and limited legibility. When digitized, the images are often blurry and unusable.

### Older digital images are of poor quality compared to Kofile's Digitization solution

"The quality of some of the older digital images is speckled at the top of the pages and black lines appear down the sides. Sometimes, it was crooked, blurry, and smudged, and items may not have been scanned correctly. Everything we've seen so far from Kofile has been of great quality, and there are no blemishes on the pages."



**Cindy Stuart**

Hillsborough County, FL, Clerk of Court and Comptroller

After partnering with thousands of government organizations and their staff, we consistently find that leaders can underestimate the requirements for producing high-quality digital images. The latest scanning technology, trained technicians, defined document preparation processes, and strict quality control are essential to delivering clear digital images that meet constituent expectations. When leaders take on the project in-house or choose vendors that don't adhere to comprehensive quality control measures, it often results in disappointing results.

### Outdated scanning technology produces unreadable digital images and requires rescanning

"When these books were originally scanned in the 1990s, the technology was not as advanced as today. Because of this, the quality of current images online is very poor, and sometimes unreadable. We've secured a grant for an improvement project being handled by Kofile. Kofile has taken on preserving these books and providing clear digital images of each page within the books."



**Dan McPhillips**

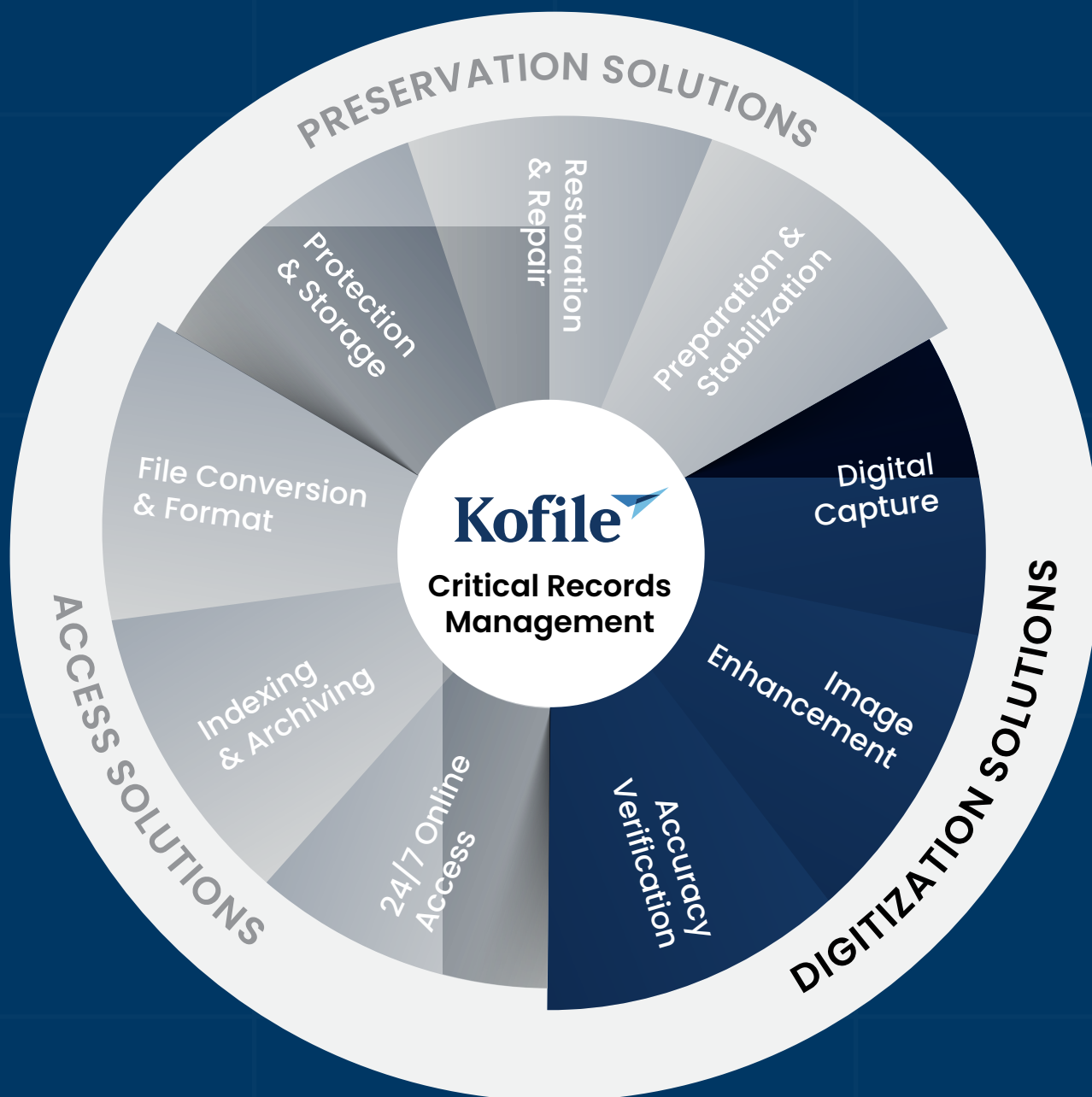
Bucks County, PA, Recorder of Deeds

Poor image quality leads to inaccurate indexing and archiving, preventing fast and efficient online records search and retrieval. 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 historical and active 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 immediately. 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 records

Confidently bring records online with premium digital imaging using cutting-edge scanning technology and comprehensive quality control measures to provide greater government transparency and better serve constituents.





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

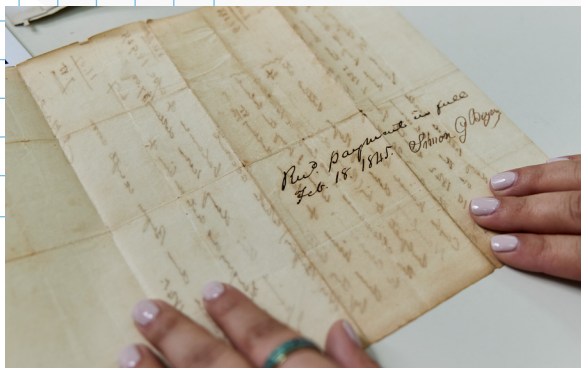
Digitization is not about making copies. Critical records require a comprehensive modernization plan. Every record matters, and we use cutting-edge technology, image enhancement capabilities, and strict quality control measures to produce premium digital images suitable for online access. Our highly skilled technicians undergo rigorous training to operate specialized equipment that handles documents of any size or shape at high speed. We invest in enhancing the image of every record using proprietary software that improves the clarity and legibility of digital scans. And we certify the quality and accuracy of every record to meet the high expectations of our government partners and constituents.

**A defined and comprehensive Digitization Solution includes the following services.**



## Digital Capture

Confidently brings active records online with premium digital images using cutting-edge scanning technology and comprehensive quality control measures.



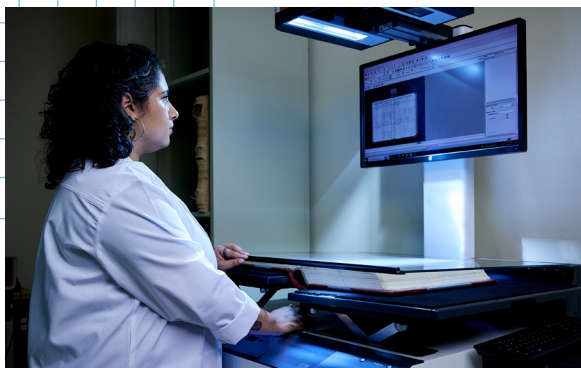
### Inspection

Technicians assess the records and match the appropriate staff, equipment, and technology based on the documents' size, type, and condition.



### Preparation

Original documents are prepared for digital capture by removing staples or clips, mending tears using archival materials, preventing obstructions by reaffixing sticky notes to blank areas, and placing separator pages between documents.



### Scanning

Skilled technicians scan each paper or microfilm/fiche record, reviewing every image in real-time to obtain the highest-quality digital image.

## Image Enhancement

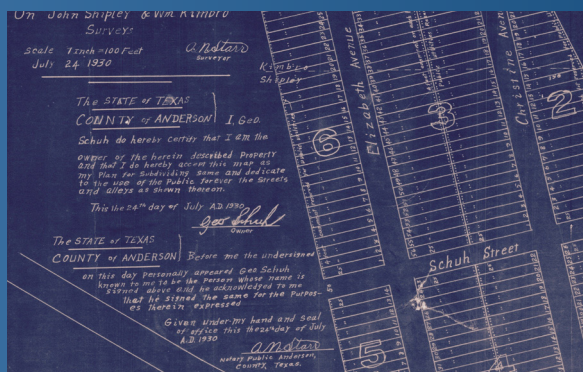
Improve the clarity and legibility of digital images using proprietary software that enhances the quality of images beyond the original record. All digitization projects include image enhancement services in the pricing, so digital images are high quality and done accurately to meet constituent expectations.



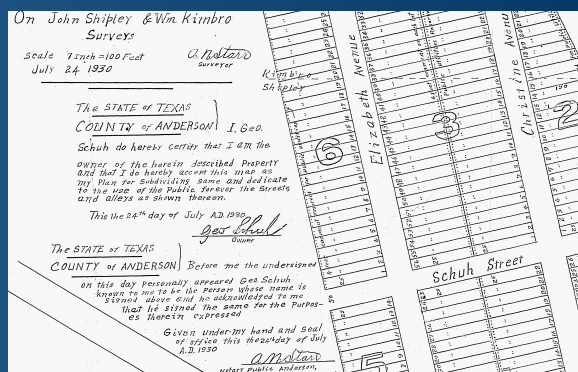
## Image Enhancement

Skilled technicians review the quality of each image in real-time to assess image enhancement requirements.

- Technicians apply proprietary software algorithms to improve clarity and legibility, often beyond the original record.
- Technicians perform zonal enhancements on each record to prevent text droppage, bring out lighter areas, despeckle, deskew, border cropping, contrast adjustment, and polarity reversal that aid readability, and improve the quality of stamps, seals, and signatures.



Before



After



## Accuracy Verification

We have certified accurate image quality through a comprehensive, multi-tier quality control process.



### Quality Control

Technicians review the quality of every image in real-time and compare it to the original, certifying the accuracy and capture of every image.



### Delivery

Original records are placed back into their books or original container, case files are labeled with county seals and case/year ranges placed in coroplast boxes. Completed original documents are hand-delivered to the government agency to ensure we return every record we receive. Clients also receive a DVD or drive that can be accessed in perpetuity for convenience and as a backup.

Kofile's Preservation Solution may be applied to paper records before digitization when required and based on a record's condition. Kofile is the recognized national leader transforming brittle, moldy, deteriorating records into well-preserved, protected artifacts that create community pride and deliver on constituents' needs for hundreds of years.

**Download the Critical Records Preservation Solutions overview to learn more**

GET THE SOLUTION



## Questions to ask your imaging vendor to assess the quality of their digitization solution:

- What scanners do you use to digitize my records?
- How do you handle large format maps, plats, and other non-standard-sized records?
- How do you prepare original records for digitization that are deteriorating or damaged?
- How do you prepare folded, rolled up, or improperly stored documents for imaging?
- Do you use any software or have any processes for improving the clarity and legibility of digital images?
- Are image enhancement capabilities included in your pricing, or does it cost extra?
- What are your quality control measures and accuracy standards?
- What is your typical accuracy percentage?
- How will you address digital images that don't meet clarity, legibility, or accuracy standards?
- What is your image enhancement process?

## 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 preserve history, 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 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.

## 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 digitization**

Experienced craftspeople consider every detail, bringing life back into records, and treat each record like our own to give leaders the peace of mind that their documents are cared for and protected for hundreds of years.

### **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 and proprietary imaging software to enhance digital scans. To deliver the highest quality results, Kofile invented and is the sole provider of many tools, techniques, and equipment used for digitization today, including the DocSplitter, which divides documents efficiently and accurately into individual files for easy access.

### **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 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 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 from pick-up to delivery 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. 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 quality standards. We do that through proper preparation, real-time quality checks, and other quality assurance measures at every step in the process.

Skilled technicians assess original records for digitization and match the appropriate staff, equipment, and technology based on the documents' size, type, and condition. They remove staples or clips, mend tears using archival tape, prevent obstructions by reaffixing sticky notes to blank areas, and place separator pages between documents. During scanning, technicians review the image quality of every record in real time and compare it to the original to ensure accuracy. They rescan any poor-quality images and use proprietary image enhancement software to improve the legibility and clarity beyond the original record. Page checks detect missing pages, double feeds, or added pages. Quality control technicians perform 100% image verification before delivery.

Completed files are placed in their original books or casings, and case files are placed in acid-free folders and coroplast boxes and labeled with county seals and case/year ranges for more uniform storage of returned media. Kofile employees then hand-deliver the original records safely back to staff at the government office, along with a DVD or drive with the digital images.

### **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.

### **Kofile's image quality and clarity outshine prior digitization efforts**

"Kofile's product is outstanding. We've taken Kofile's images and compared them to some of the digitization projects done previously, and they are remarkably improved. I have some staff members who've been here for 15-20 years, and they've been through the digitization process numerous times and comment that Kofile's images are a significant improvement over what we've had in the past."



**Cindy Stuart**

Hillsborough County, FL, Clerk of Court and Comptroller

## Government agencies and their leaders fulfilling their oath and meeting constituent's digital access expectations

Democracy relies on transparency and access to public information. Government leaders, as guardians and champions of records, are taking a holistic approach to modernizing government and meeting the digital expectations of current and future constituents. When leaders like Lucy Adame-Clark, Bexar County, TX's Clerk, came into office, she and her team audited their records collection to better understand their state and health.

### Understanding the state and health of records in her custody

"When I came into office, we analyzed and audited all of the records and workflow in the county clerk's office. Many of the records were in dire need of preservation and digitization. So, we began the work to protect these documents. I directed my existing staff with over 200 years of experience, who are as driven and passionate about history and modernization as I am, to evaluate and observe what has been abandoned in our own county clerk's office. I asked them to consider the customer's point of view. What does a customer need? They did an amazing job and realized a strong need for improved customer service, digitalization, and more accessibility for the public to all of the county clerk's official public records."



**Lucy Adame-Clark**  
Bexar County, TX, Clerk

Several years later, Mrs. Adame-Clark continues to innovate her office and modernize government by providing greater digital access to her constituents' history and the public record.

### Creating greater digital access for constituents with Kofile's Digitization Solution

"We're working with Kofile on building a digital repository collection on our website so people can access history from home. Instead of people coming into the office or searching book-by-book, we want to make a repository collection online and index it by historical events. It's not something that can be done using just Optical Character Recognition (OCR) technology alone. It requires Kofile's expertise to precisely index the records across so many things that have happened in our history."



**Lucy Adame-Clark**  
Bexar County, TX, Clerk

## Get started on your Critical Records Management journey with a records wellness evaluation and checkup

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 Preservation Solutions expert for a records 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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