



Maintain Public Records compliance, save resources and collect fees 24/7.

GovQA combines proven knowledgebase, rules engine, workflow, payment technologies to provide a comprehensive Public Records Management System (PRMS*) that works across all departments.

Offer a Comprehensive Public Portal

- > Support a customized portal with look and feel of your website
- > Let requesters find information OR submit a request over web
- > Offer requesters 24/7 access and status updates

Reduce Requests with Proactive Technologies

- > Deflect / merge duplicate requests
- > Allow requesters to view and search previous requests
- > Publish information in anticipation of future requests

Auto-Answer Information Requests

- > Auto-grow knowledgebase that dynamically updates
- > Track, display and promote top questions
- > Allow detailed filtered information search for requesters

Streamline Public Records Service Requests

- > Capture requests via any channel (web, mobile, phone, voicemail, email)
- > Manage centrally by department or across all departments
- > Auto-route, escalate, track, distribute and log requests
- > Redact common privacy information
- > Archive Social Media feeds

Fulfill Requests and Improve Processes

- > Manage deadlines, track exemptions, charge fees and collect payments
- > Validate email address and auto-send status notifications
- > Respond to litigation requirements and audit surveys
- > Monitor time per activity; highlight problems and best practices
- > Generate scheduled, on-demand and custom reports

Keep Data Secure

- > Encrypt data and attachments with complete backup
- > Allow managers to set multi-security levels within departments
- > Deliver within a single-tenant database architecture for security

Public Records Management

EXCHANGE PLATFORM

Secure Enterprise Workflow for Government

Offer a Comprehensive Web Portal

Reduce Requests with Proactive Technology

Auto-Answer Information Requests

Streamline Public Records Service Requests

Fulfill Requests and Improve Processes

Keep Data Secure