KORTO: making records manage lovable

Records Management is difficult

Or maybe it is not, but has merely been perceived as such. It was always that thing which was needed in order meet legal requirements, but at the same time was difficult and expensive to implement, and was actively disliked by most employees, who viewed it as an unnecessary overhead and yet another chore to be added to their busy daily schedules.

This complexity has resulted in many European companies, especially SMEs, not being compliant with Swiss, European Union (EU) or other records management regulations, which were recently further affected by the introduction of strict privacy laws.

KORTO is the result of an entirely different vision. It was born from the premise that Records Management is a discipline which is there for you, to aid you in your everyday activities. It stands by you when you must find that one document from a project that was archived many years ago. It helps you to destroy, at the proper time, any private records you may hold about employees, customers, and partners. By doing all of that, it helps you achieve complete regulatory compliance, and it is your best aid in all litigation and audit scenarios.

But, what is a record?

A record is any type of information that is created or received while doing business. Records take all sorts of forms: a written or scanned document, an e-mail or voicemail, a handwritten note, a chat or a video call transcript, a record in a database. They shouldn't be left lying around, since they contain important and often confidential information. We need to handle them with care (permissions, security), and to destroy them when required by business or legal reasons.

Many books have been written on records' lifecycles, but it all comes down to their creation, retention, and destruction.

Records can be created in many different ways. They can be received by e-mail or they can be scanned. A handwritten note can be a record. A transcript of a video call where certain decisions were made is certainly a record, as are chat protocols if they contain record-worthy information.

Once created, records must be managed and retained to meet legal, administrative, operational, or other requirements. Different records can have different legal and business requirements and retention periods, and we must ensure that records are never changed during the retention time.

The last phase of the records lifecycle is destruction. This must be done securely, and according to the retention schedules. A record of the destruction must be retained.

KORTO is a well-organized shoebox

With its advanced and seamless integration capabilities, KORTO can automatically detect and archive records from your current document management and line of business systems, such as Microsoft 365, Google Workspace, or really any other system willing to talk to KORTO by using its APIs.

Using simple but extremely powerful classification and tagging features, KORTO will help you to easily create retention schedules for your records, in this way fulfilling business and legal requirements, and helping you to easily find and act on your records whenever you wish.

You can consider your records store as a huge shoebox. You throw all your records into the box and hope you never have to look for any of them ever again. If you can prove that they have not been tampered with, and if you can demonstrate that you will destroy them at the end of the retention period, you will be OK. But that strategy contradicts itself. In order to know what must be destroyed, you first have to know what is in that shoebox.

Findability is the main reason why most of the Records Management systems on the market replaced the shoebox with a cabinet containing many, many small drawers (a.k.a "folder structure"). People would be given keys for the drawers they needed to access, and everyone was promised a nice tidy cabinet. The problem with this approach is that each record can physically be only in one drawer, and if the business logic requests it to be in multiple drawers, you are forced to make copies of that record, which brings whole sort of different management and security challenges.

But most of all – drawers are complicated: people need to think and to decide where to put every new record on, who's got the keys, and everything becomes cumbersome. That is why people don't like Records Management systems, and that is why people leave records laying around.

Because people don't like drawers. People like shoeboxes.

KORTO has adopted the "shoebox methodology", but we have taken it to a completely different level. KORTO brings order in that shoebox, by letting people to put as many labels, tags, and stickers on those documents as they want; they are not restricted to one drawer. Even more, KORTO will use AI to help them determine and stick those tags for them, reducing the manual work and making records even easier to find. KORTO is a shoebox, but a well sorted one. Even more, it is a shoebox that to a great part sorts itself automatically.
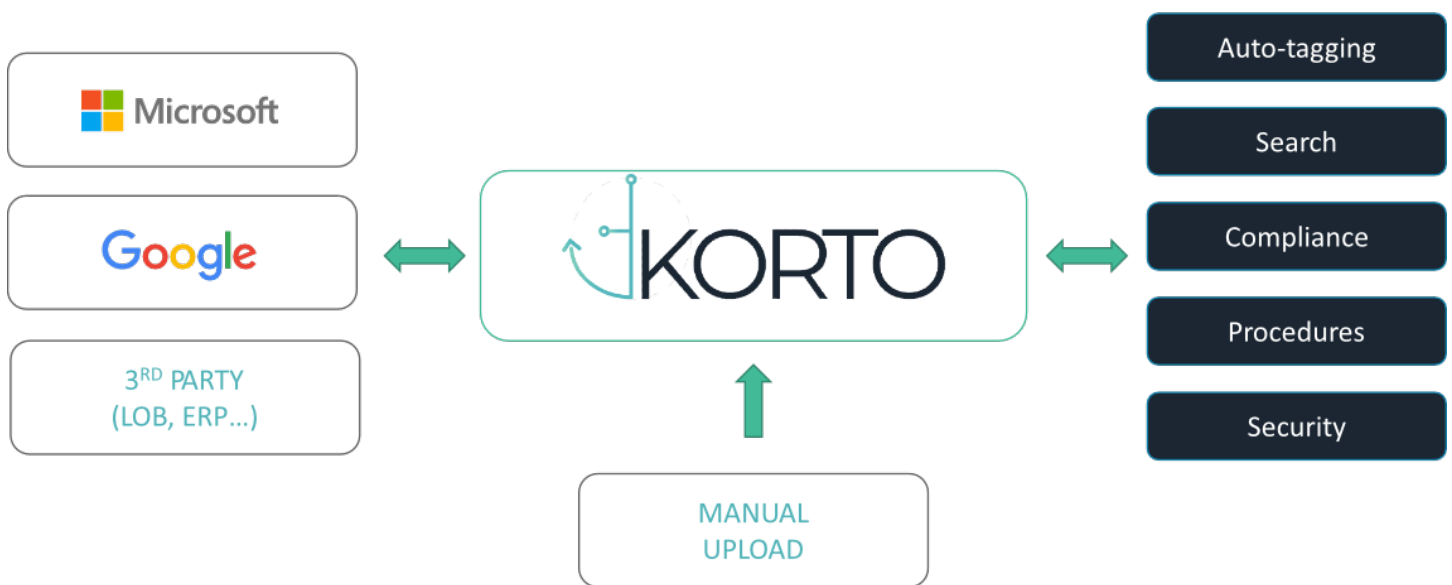
KORTO is secure

KORTO has a very granular and intuitive permissions management: who can access the system, who can access which records, and for how long is that permission given. Furthermore, KORTO has capabilities for giving a temporary access to external users: this way, you don't have to export your records to send it to auditors, you can let auditors into KORTO, and give them temporary permissions to a exactly defined subset of records. Apropos auditing: KORTO stores each record interaction into an immutable audit log: creation, tagging, opening, permissions change, downloading and destruction. Audit logs are searchable, and, if wanted, their trace is stored in Blockchain. Furthermore, KORTO is fully compliant both with EU (eIDAS) and US (ESIGN, UETA) regulations, and it supports signing records with the electronic signatures and electronic time stamps.