

## Servicing records requests shouldn't be hard or risky.

Demand has never been greater when it comes public information. As expectations rise in a 24/7, self-service, online world, your organization is faced with a difficult proposition: hyperautomate to meet the challenge or face the consequence of complaints – or even litigation. Turn your public records requests into a modern, digital experience with ILINX Records Director.



### Unified experience to meet response requirements

All steps in the records request process are managed through a single experience. Every capability you need is integrated in one comprehensive application – making it easy for you to deliver records on (or before) mandated deadlines.

### Smart redaction eliminates costly manual tasks

Built-in algorithms search, redact, and remember actions. Process entire batches of records reliably using the power of automation.

### Process email and audio files in minutes – not years

Convert email and attachments to redacted PST files and automate PST file search. Records Director tracks every action and generates reports to verify and streamline compliance.

### Technical Highlights

1. Self-service portal for tracking and delivery
2. Compatible with existing systems
3. Full process audit from start to finish
4. Low-code, customizable user interface
5. Easily integrates into your website with minimal effort

### Public Records Requests

Rely on assistive automation to respond within mandated time frames.

### Police and Court Records Requests

Assemble court and case records. Review and redact sensitive data from bodycam footage and other discoverable information following FOIA guidelines.

### Education Records Requests

Collect and deliver education records while protecting student information to FERPA standards.

### Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.