dAiDA



CASE STUDY

OPRASYNC® PUBLIC RECORDS REQUEST MANAGEMENT

SUMMARY

Government agencies face increasing pressure to respond to Open Public Records Act (OPRA) requests quickly while maintaining transparency, compliance, and operational efficiency. **Daida's OPRASync®** streamlines the entire public records request process by automating request intake, routing, tracking, redaction, and response management—reducing administrative burden while improving service to the public.

THE CHALLENGE

Public records requests continue to increase each year, placing additional demands on agency staff and resources. Many organizations still rely on manual processes involving paper forms, email, and spreadsheets, making it difficult to meet mandated response deadlines while maintaining visibility into each request.

The average local government agency spends **more than 1,000 hours annually** responding to public records requests, limiting staff availability for higher-value work.

THE SOLUTION

Daida developed OPRASync®, an intelligent public records request management solution that automates every stage of the OPRA process

The platform enables agencies to accept online and paper requests, automatically route requests to the appropriate department, monitor response deadlines, manage redactions, and maintain a searchable repository of completed requests for future reference. Every request is tracked throughout its lifecycle, providing complete transparency while improving operational efficiency.

KEY CAPABILITIES

Daida's OPRASync® solution provides:

- Online and paper submission of public records requests
- Automated routing to the appropriate department
- Request tracking with response time monitoring
- Automated deadline notifications and escalation
- Self-service request status for the public
- Searchable repository of completed requests
- Integrated document redaction
- Seamless integration with existing ECM platforms, databases, Outlook, and payment systems

866.696.7699 info@daida.com daida.com



IMPLEMENTATION

Daida's implementation process focuses on simplifying records request management while minimizing disruption to existing operations.

The platform:

- Accepts requests electronically through an online portal
- Automatically routes requests to designated departments
- Tracks statutory response deadlines
- Sends automated notifications and escalations when needed
- Stores completed responses for future reuse
- Protects confidential information through integrated redaction
- Integrates with existing agency systems for rapid deployment

RESULTS

Organizations using OPRASync® benefit from improved transparency, faster response times, and greater operational efficiency. By digitizing and automating the records request process, agencies can better serve the public while reducing administrative workload and lowering operational costs.

- **Automates the complete public records request lifecycle**
- **Creates a searchable repository for future requests**
- **Improves transparency through real-time request tracking**
- **Protects sensitive information through integrated redaction**
- **Helps agencies meet mandated response deadlines**
- **Improves customer service while reducing overall operating costs**
- **Reduces administrative workload and manual processing**
- **Integrates with existing enterprise systems for rapid deployment**

WHY PARTNER WITH DAIDA?

- **Decades of Expertise:** For **60+ years**, Daida has been a trusted leader in comprehensive information management, with deep experience in Enterprise Content Management (ECM), document scanning, and business process automation solutions.
- **Ironclad Security & Compliance:** With extensive experience in data security and compliance, Daida ensures adherence to stringent industry regulations and privacy mandates.
- **Time & Space Savings:** Schedule projects around unique operational requirements, eliminate time-consuming manual document processes, and reclaim valuable office and storage space.
- **Dedicated Support:** We provide exceptional customer support for every engagement, ensuring a seamless, worry-free experience from planning through implementation.
- **National Reach:** Daida serves organizations nationwide with responsive support, proven expertise, and document management solutions tailored to each client's operational needs.

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