

Cloud-based upgrade transforms state agency public records requests.

SUCCESS STORY / EGOVERNMENT / [REGULATORY COMPLIANCE](#)

State Social Services Agency



Strategic Initiative

A state social services agency needed to evolve beyond an outdated, home-grown solution for managing public-records requests that was used by three program areas. Work delays caused by poor integration needed to be eliminated. Additionally, a more sustainable support model was required, as a different agency maintaining the system no longer wanted to support it going forward.

Solution Plan

The agency partnered with ImageSource to pilot a SaaS public-records solution built on the ILINX platform with integrated content management capabilities. The solution allows users do all aspects of their work within a single interface. The solution is fully hosted and maintained by ImageSource, streamlining costs and ensuring that all support needs are addressed immediately.

Investment Return

The new SaaS-based solution frees up internal IT resources from support and maintenance tasks, a vital benefit following the COVID-19 pandemic when fewer IT staff were available. The agency also cut expenditures on the old system and reduced its risk by no longer having to rely on a small number of internal employees who knew how to support the previous system.

ILINX RECORDS DIRECTOR

A content-protection module that processes public records requests, auto redacts information, and delivers content securely and efficiently with complete audit and process visibility.

THE ILINX PLATFORM

A foundational process-improvement platform that empowers people and organizations to automate workflow, extract value, and intelligently share content securely and effectively.



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.