cloudPWR ⚡

cloudPWR Implements PrizmDoc Viewer to Streamline Public Record Requests

In July of 2014, cloudPWR was born with a mission to modernize and streamline government software so agencies can better serve citizens while increasing efficiency and productivity. cloudPWR is focused on public records requests, case management, and workflow automation. The company's cloud software minimizes the time to complete a task by decreasing the amount of keystrokes, clicks, and steps it takes to complete a project. As cloudPWR's product evolved, they recognized a need for secure collaboration in the government sector.

Overview

When a citizen fills out a Freedom of Information Act (FOIA) Request or Disclosure, the record retrieval process is often manual. Depending on the state, processes vary, but there is a large gap in smaller cities and townships when it comes to fulfilling public record requests. The process involves gathering the data, redacting personally identifiable information (PII), and providing the exemption codes for those sensitive details. cloudPWR seeks to give its clients the ability to work more cases in less time. This way, if the case volume increases, the organization does not have to add additional case workers.

Challenges

Prior to PrizmDoc Viewer, cloudPWR was using Box View to handle document and image viewing inside its product. While the solution had positive features, it was not as advanced as Founder & CEO Shadrach White had hoped.

"We were working with the Box Platform API to streamline our document viewing in the product. We hit a roadblock with its image redaction features," states White. "We went with Box originally because it got us to our minimum viable product quickly, but as we're expanding, we need a solution that can add more value to our end-users. We need to give them the ability to annotate and redact in a simple and quick manner."

> " PrizmDoc Viewer is a high performance document viewer that gives you more than what you need. We can grow with Accusoft because it's not only about the features we need today; it's about the features we'll need in the future.
>
> - Shadrach White, Founder & CEO, cloudPWR "

Challenges Continued

cloudPWR looked at several of Accusoft's competitors, and the search and evaluation process took about three months. "Accusoft provided us with everything we needed from the start. The maturity of the API and its documentation were the deciding factors," affirms White. "We looked at two of your top competitors and they just weren't in the same league with documentation. It truly is industry-leading and that's why we chose PrizmDoc Viewer."

Results

After integrating PrizmDoc Viewer into the product, cloudPWR saw a huge difference in the user experience. "We used to have end-users come to us with usability issues when we were using Box," recalls White. "Now, we are able to create a viewing experience that is so intuitive for users. It improved the experience so much. Our customers didn't have to take as many steps to complete their tasks, which saves them time."

With the power of PrizmDoc Viewer's Redaction API, cloudPWR was able to find an innovative way to automate the redaction process with an automatic exemption log. When a client performs a redaction, the product creates a line in the right hand bar of the interface where the user can then add the reason for the redaction. When they close the viewer, the product automatically saves the redaction and the reason as layers to preserve the integrity of the original file. At the same time, an exemption log is automatically generated as a PDF, where the redacted content is permanently removed, the displayed region is blacked out, and the redaction reason is added.

The development process was fast due to the strength of the documentation. "Our dev team was enthusiastic to get to work, and the way they were able to get the job done autonomously speaks volumes to Accusoft's documentation and customer service," says White. "From a public sector perspective, it's tough for modern technology companies to understand the legacy applications that many government professionals work with. Accusoft has been around for a long time. It has deep roots in document imaging. They just get it. This knowledge helps us improve processes with intuitive document management tools that speak to our market."

cloudPWR currently has thousands of users logging into their product daily. Hundreds of customers are working with them, and so far the company has implemented this new viewer with over a dozen clients, ranging from small city governments to large government agencies. "We expect the impact of this viewer across our customer base to increase pretty rapidly. We have several clients that need to be responsive to public requests," states White. "We are giving our customers more of a white glove experience as our product continues to evolve."

cloudPWR looks forward to continuing its partnership with Accusoft in the future.

About cloudPWR

cloudPWR is the trusted partner for secure public records and case management, helping small and mid-sized government agencies more efficiently and cost-effectively respond to the needs of the public. Its reliable, proven, and easy-to-use cloud software solutions simplify workflow and ensure compliance for records requests and case management. cloudPWR is proud to partner with Accela, a leading national provider of government software solutions.Their HIPAA-compliant statewide cannabis patient and provider registry software is now available nationwide through Accela. Learn more about cloudPWR at https://cloudpwr.com/.

About Accusoft

Founded in 1991, Accusoft is a software development company specializing in content processing, conversion, and automation solutions. From out-of-the-box and configurable applications to APIs built for developers, Accusoft software enables users to solve their most complex workflow challenges and gain insights from content in any format, on any device. Backed by 40 patents, the company's flagship products, including OnTask, PrizmDoc Viewer, and ImageGear, are designed to improve productivity, provide actionable data, and deliver results that matter. The Accusoft team is dedicated to continuous innovation through customer-centric product development, new version release, and a passion for understanding industry trends that drive consumer demand. Visit us at www.accusoft.com.