US-based State Government Agency Digitizes Inmate Record Management with **NewgenONE ECM Platform**

MEET THE CUSTOMER

The customer is a U.S state government agency responsible for ensuring public safety through innovation, protection, and rehabilitation. It oversees the complete spectrum of adult correction operations, including custody, care, and supervision of over 30,000 incarcerated individuals and more than 80,000 individuals on probation, parole, and post-release programs.

The agency struggled to manage the extensive documents required across these diverse responsibilities, and the process was becoming increasingly difficult to control. It sought a solution to unlock document automation and timely access to critical information.

The Paper Prison

The impossible search
Critical information for parole hearings, medical emergencies, or legal reviews was buried in files. Locating a single document or data point was a slow, manual hunt, delaying urgent decisions.

Rising cost of inefficiency
The manual system was a massive drain on resources. Staff spent countless hours on non-value-added tasks like searching, filing, and transporting documents, instead of focusing on higher-level analysis and rehabilitation programs.

Significant security risk
Physical files are vulnerable. The risk of misfiling, loss, or unauthorized access was a constant concern, posing a significant threat to inmate confidentiality and overall facility security.

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> *The agency's Department of Combined Records drowned in documentation. Handling physical files for over 100,000 inmates created a critical operational choke point.*
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> **"**

Breaking Free with Newgen

The department decided to implement the **NewgenONE Contextual Content Services platform** to modernize its document management system. By transitioning to a digital environment, the department eliminated pressing operational challenges, secured its data, and unlocked new levels of efficiency.

Documentation Reform Journey

Milestones	Implementation Highlights	Benefits
Stage 1	The deployment started with a focus on the Combined Records department, establishing a centralized electronic repository for more than 100,000 inmate records.	Conversion of paper files into easily accessible digital assets provided immediate capabilities to scan, index, store, and retrieve documents.
Stage 2	With the base system proven, the customer executed a statewide rollout across North Carolina.	This expansion granted secure access to 400+ employees across multiple departments, including human resources and the legal department.
Stage 3	The platform is integrated with the state's identity management portal for user management and the state's internal criminal justice records system.	This created a secure, streamlined, and unified ecosystem for public safety information.

Key Highlights of the Solution

Automated content capture and extraction
High-volume paper documents were digitized, enabling faster data extraction and actionable insights

Robust data security frameworks
A defined security model with strict access control helped maintain the confidentiality of sensitive inmate information

Intelligent document classification
The platform leveraged machine learning algorithms to automatically classify documents based on structural and textual variance

Advanced records management
The solution brought order to physical files by providing digital tracking of extensive reports, full audit trails, and improved search/report configurations

Smart search & discovery
Users could locate information within seconds with powerful search capabilities such as hit highlighting, auto-suggestions, synonym-based matching, and filtering/sorting results across connected repositories

Intuitive user experience
The solution established a refreshed UI/UX with a responsive design, personalized dashboards, grid/thumbnail views for media, and improved navigation for inmate records

Streamlined repository operations
Users benefited from simplified document and folder actions, including add, copy/move, share, notifications, audit logs, versioning, and access records

The Payoff

Improved disaster recovery
The customer's digitally stored documents were safeguarded from physical threats

Quick document retrieval
The solution drastically reduced document retrieval time, cutting down turnaround time for critical processes such as parole requests

Significant cost reduction
By removing dependence on paper, the department cut substantial costs linked to printing, storage, and manual handling

Guaranteed file integrity
The solution removed several challenges, including lost, misled, and missing inmate records, to ensure every record is complete, accurate, and accessible.

Optimized workforce productivity
With digitized content, employees could save considerable time in redirecting their efforts to higher-value work.

> *It was not just about digitizing documents. The department shifted to better processes to shape better people within an optimized ecosystem.*
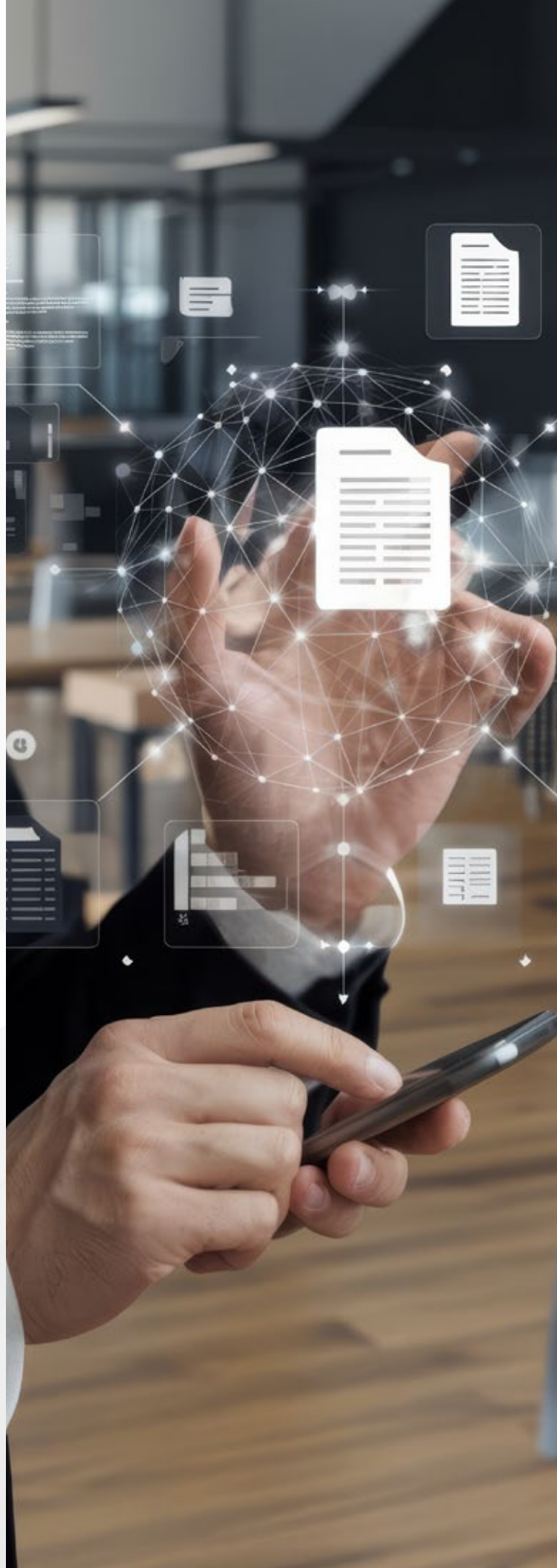
Toward a Fortified Future

NewgenONE Contextual Content Services Platform transformed the adult correction operations in the state. By successfully replacing the vulnerable paper-based document management systems with a secure, intelligent, digital ecosystem, the customer strengthened its data security, improved records management, and introduced new efficiencies. This strategic move helped the agency better protect and serve its communities.

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