Case Study

Putting the "free" in freedom of information

A Customer Success Story

How the City of Baltimore uses Logikcull to speed open records response tenfold

Summary

The City of Baltimore is home to a legal team of more than 100 personnel that services 15 city departments, agencies, boards and commissions. Among the city's biggest challenges, and one where it had been most impaired by legacy technology, is to promptly respond to the deluge of open records requests filed under Maryland's Public Information Act (PIA). By replacing a piecemeal workflow and on-premise tools with Logikcull, the city's legal team can now respond in hours to requests that used to take weeks, resulting in more transparency to taxpayers and fewer missed deadlines.

The Challenge

The city's capacity to handle information requests was curbed by labor-intensive approach and outdated tools. It was not uncommon for the legal team to deploy off-the-shelf products like Adobe Acrobat to image, OCR and review documents. In fact, a typical review might entail converting electronic documents to paper, reading them page-by-page for sensitive information, redacting confidential material with marker, and then re-scanning. The process was a costly chore, turning valuable human resources into paper-pushers and proofreaders. Moreover, without a centralized platform where all PIA-related documents could reside and reviewers could coordinate response, the city ran the risk of having records fall through the cracks, or having to go back and pull documents it missed the first time. Having access only to on-premise solutions also meant reviewers could only work while they were in the office, further limiting their bandwidth.

> **"Logikcull is an amazing product with fantastic training support."**

Jason Foltin
Assistant Solicitor,
Baltimore City of
Department Law

The Solution

In Logikcull, Baltimore's legal team found a scalable cloud-based platform that streamlines and automates what was once a laborious open records response workflow. Whereas the legal staff once spent many hours converting ESI to paper, imaging and OCRing, Logikcull's drag-and-drop processing automatically converts records to readable PDFs that are organized and fully searchable. "Drag-over" redactions, where users can simply draw a box over the material they'd like removed, are another force multiplier.

Logikcull's browser-based interface — accessible to all team members, anywhere, at any time from any device — promoted collaboration within the department, and empowered reviewers bound by a 5 o'clock office curfew to literally do their work from anywhere. In sum, Baltimore's legal department shaved days off their average records response time, reducing turnaround time from weeks to as few as a couple hours.

The Benefits

Deploying Logikcull as a more efficient and cost-effective way to handle requests for public information response has transformed the Baltimore City legal department in profound ways. With a browser-based platform that is easy to use and accessible department-wide, the legal team has streamlined its workflow, automated labor-intensive tasks, and, in turn, brought more transparency to the process of governing.

logikcull
a reveal technology

Company Overview

The Law Department provides sound legal advice and counsel to its client, the Mayor and City Council. In doing so, the Law Department provides vigorous and successful advocacy of the interests of the the Mayor and City Council in litigation matters; protects the corporate and financial interests of the the Mayor and City Council in the negotiation and consummation of contractual, financial, and real estate transactions; aggressively defends the Mayor and City Council in liability cases; and furthers the collection efforts of the the Mayor and City Council.

Learn More about Logikcull

Logikcull.com is instant discovery for modern legal teams. Its secure, cloud-based solution helps law firms and organizations of all sizes solve the expensive, complex, and risky challenges associated with eDiscovery, internal investigations, and open records response. With Logikcull, you can start a discovery project in five seconds, from anywhere at any time on any device. Reviewing data is as easy as performing a Google search. And in Logikcull, your data is always secure. That's why it's trusted by the Fortune 500, Am Law 200, and governments of the biggest cities in the world. Founded in 2004 by CEO Andy Wilson and CTO Sheng Yang, Logikcull builds powerfully simple software that democratizes discovery.

Learn more at www.logikcull.com or request a free consultation.