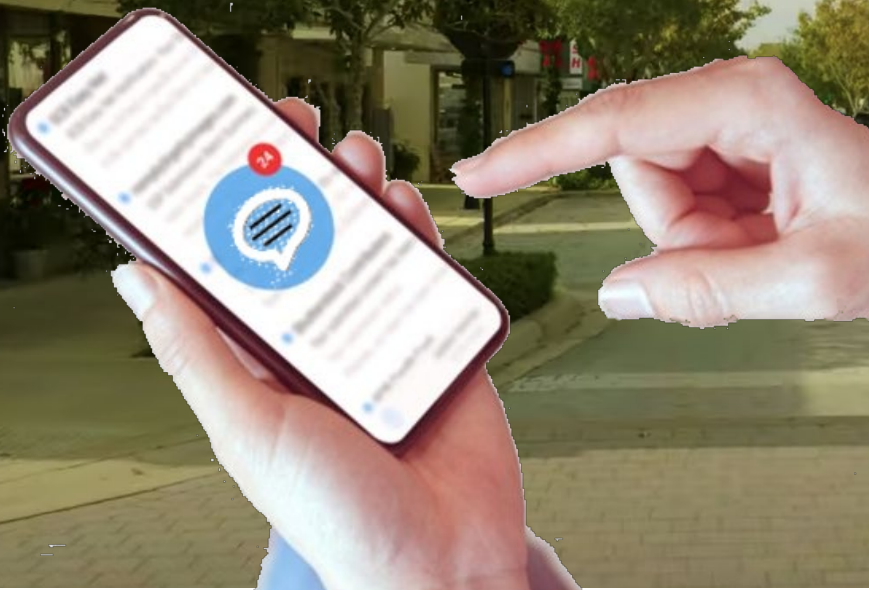# CLEREMONT, FL ENSURES WORRY-FREE SMS FOIA COMPLIANCE WITH TELEMESSAGE ARCHIVING

Text messaging solutions for public records requests:

Capture & archive employee communication

Case Study

Clermont , Florida

City Requirements Overview

All employee text messages and communications are classified as belonging to the public record, requiring automatic archiving, without administrators having to worry about bringing in all the cell phones for a manual process. A service to handle this task seemed appropriate.

Additionally, message archiving was sought to be prepared for launching an investigation into an employee or municipal incident.

The Challenge

Requests for public records relating to text messages are regular occurrences. All requests get routed through the city clerk department using a program called "FOIA" on the city website. After an initial request–manual in-person intake, online or phone call–requests are entered directly online through the FOIA program. Once that happens, administrators can acknowledge that they've seen it and then they can begin the work by adding all the different message text files from any of approximately 130 covered employees into that specific request. Then once that happens, the city clerk submits and closes it on the city end. The city clerk department will redact any private information like social security numbers or anything that the public is not privy to and then they'll be able to send that to the requester and this is all in in the form of text

THE SOLUTION

TeleMessage Text Archiving

Since adopting TeleMessage, the city has responded to numerous requests for public records relating to text messages. And they found it "really easy to just go in, type in the dates and the phones that we're looking for and generate all the messages."

Clermont began testing TeleMessage's archiving solution in March 2020 as the pandemic lockdown began to impinge on municipal functioning. After a series of successful tests to make sure that all the relevant data was passing through and being archived, the testing process was completed without incident and the system went live June 1st.

Having weathered the first lockdown the city is confident that in any subsequent lockdown or similar such disruption, administrators are able, from their laptops or any other work configuration, to export the relevant data and "just get the job done."

Benefits for Clermont

IMPROVED CUSTOMER EXPERIENCE AND REACH:

- Despite a previous vendor's problematic communications and system technical difficulties, TeleMessage support for onboarding and maintenance has been helpful and timely.
- Satisfy customer requirements for speed and efficiency at challenging times.

DEPLOYMENT BENEFITS:

- Seamless deployment for employees with iOS and Android phones.
- Installation and activation can be done remotely and does not require any MDM/EMM solutions.
- Clear and simple solution highlights ease of installation, maintenance and any subsequent upgrades.

IMPROVED EFFICIENCY:

- Enabling instant chat with multimedia sharing, group chat and broadcast with full delivery and read receipts.
- Ease of back-end navigation simplifies demands on administrators.

CUSTOMER'S RESPONSE

"The TeleMessage solution is really simple. I don't get lost or confused as it's just easy to get in and out. It makes things a lot easier to use and to get done. It's nice to be able to let employees know prior to them receiving the phone to make sure they're not doing anything inappropriate because we can see it. So that helps cut down on a lot of the personal usage that will anyway happen, but it does help them understand that somebody might see what silliness or embarrassment that could go out. So, it kind of helps a lot with that personal usage going away because people understand that their being recorded and that's been really nice too."
Jinelle Lugo, Procurement Coordinator.

ABOUT TELEMESSAGE

TeleMessage has been providing robust enterprise messaging solutions since 1999. Our innovative mobile communication archiving, mass messaging and secure messaging products are successfully deployed and used by thousands of enterprises; we power billions of messages through customers' networks.
For more information, please visit www.telemessage.com