

Powerful Features for your records requests

NextRequest By The Numbers



8,550,311
Records Downloaded



1,310,000
Records Released



9,128
NextRequest Users

ADMINISTRATIVE TOOLS

- Staff user roles allow controlled access to specific feature sets
- Configurable departments and related request routing
- User-configurable alerts
- User-configurable templates for responses and request closures
- Customizable tags to categorize requests

MESSAGING AND COMMUNICATION

- Private messages for internal staff communication
- Private documents facilitate internal review and redaction before release
- Email bridge that allows users to send personal messages via email without logging into the application
- Automatic email notifications for “request received,” “due soon,” “overdue,” and other actions and statuses related to a request

PUBLISHING AND PERMISSIONS

- Publish individual requests to the public or only the requester
- Control staff permissions
- Review documents internally before release
- Time-based publishing
- Publish requests, even if they have sensitive internal content on them
- Visibility by department

CUSTOMER SUPPORT

- Online documentation, including video tutorials
- Phone, email, and chat support

REQUEST DIVERSION

- Real-time keyword search that deflects requests by routing people to existing information online
- The ability to review and reference past requests and documents to reduce duplicates

Our records request software empowers organizations to collaborate remotely and asynchronously.



REDACTION

- Area and text-based redaction in browser
- Auto-generates an exemption annotation
- Search-based batch redaction
- Automatically generates both redacted and original versions of your documents

DOCUMENT HOSTING

- Supports any file type, including PDF, email extracts, audio, and video
- Document viewer in application

ROUTING AND ROLES

- Automatically send requests to predefined user groups or departments
- Set roles within a group or department
- Define global user abilities with roles

COST, INVOICING, AND PAYMENTS

- Time tracking and cost calculation
- Send and track invoices
- Receive payments online via credit card (PCI compliant)
- Option to create custom invoicing templates



RAPID REVIEW MODULE

- Extract PST and MSG files for review directly in the NextRequest platform
- Rapidly review documents and emails in context and create document workflows
- Redact hundreds of documents at once
- Take bulk actions on documents to release, delete, and move, all at once
- Optical character recognition (OCR) available to decipher the text on scanned documents

DRAFT REDACTION

- Autosaves redactions so you won't lose your work
- Share and collaborate on redactions before finalizing and releasing
- Leave comments on documents for internal review

RISK MODULE

- Machine learning capabilities to search a document for potential risk in sensitive data

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PUBLIC ACCESS AND INFORMATION

BULK DOWNLOAD

- Honor requests so requesters can download some or all documents published for their requests in two clicks

CUSTOM FORMS

- Staff can customize requester forms on the public side to select by department, requester subject, etc.
- It makes requests more accessible and easy to understand for requesters
- Saves time to get request to the correct department or connect requester with necessary resources

