

*Prepared For.*

# TOWN OF TYRONE, GEORGIA

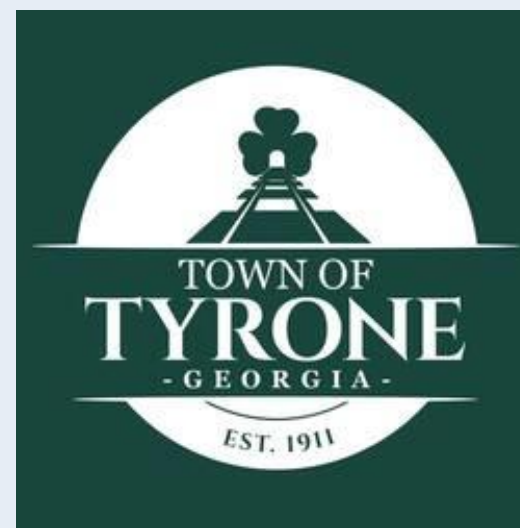
## JustFOIA Introduction & Demonstration

January 23, 2024

An overview of the JustFOIA platform for  
Town of Tyrone, Georgia

*Presented By.*

**Murray Smith**, Solution Consultant



# AGENDA

## MEET YOUR JUSTFOIA SOLUTION CONSULTANT

Murray Smith

## ABOUT JUSTFOIA

History and Overview

## JUSTFOIA CLIENT JOURNEY

Implementation Journey, Client Success, Technical Support & Live / Recorded Training Resources

## JUSTFOIA FEATURES & SECURITY

Features and Modules, Encryption and Internal Security

## JUSTFOIA DEMO

## Q&A SESSION

## NEXT STEPS

# MEET YOUR CONSULTANT



**Murray Smith**

*Solutions Consultant*

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[msmith@justfoia.com](mailto:msmith@justfoia.com)

# OUR MISSION

To build public trust between our clients and their communities through technology.



# OUR STORY

## No partner knows records like we do.

JustFOIA is a GovTech company providing the easiest-to-use and most powerful records request software to more than 415 agencies.

We are a client success-dedicated platform built by MCCi — a leader serving government agencies for two decades, modernizing processes and serving more than 1,500 clients across the nation.



# LAW ENFORCEMENT

## Centralize all types of records requests

- Audio/Video Files
- Background and Criminal History Checks
- Accident/Crash Reports
- Arrest Affidavits
- Body/Dash Cam Video
- Case Files
- 911 Call/Audio Requests
- Emergency Center and Dispatch Logs
- Subpoena Requests
- Incident Reports
- Probation Checks
- Gun Permits
- Property Recovery (Seized Items)
- Interagency Requests
- Court Discovery
- Fire & Rescue
- Media Requests



***"We were able to recoup thousands of dollars, and everything is organized."***

*Being able to make payments online streamlined the process."*

**City of Brookhaven PD**  
(Metro Atlanta)

# STATE & LOCAL GOVERNMENT

## Centralize all types of records requests

- General Records Requests
- Lien Search Requests
- Building Inspection and Permit
- Subpoena Requests
- Inter-Agency Requests
- Court Discovery
- COVID/Disaster Requests
- Permitting
- Environmental Site Assessments
- Property Recovery
- Media Requests



*"JustFOIA keeps any and all records request smooth from beginning to end!"*

**Grand Prairie, TX**



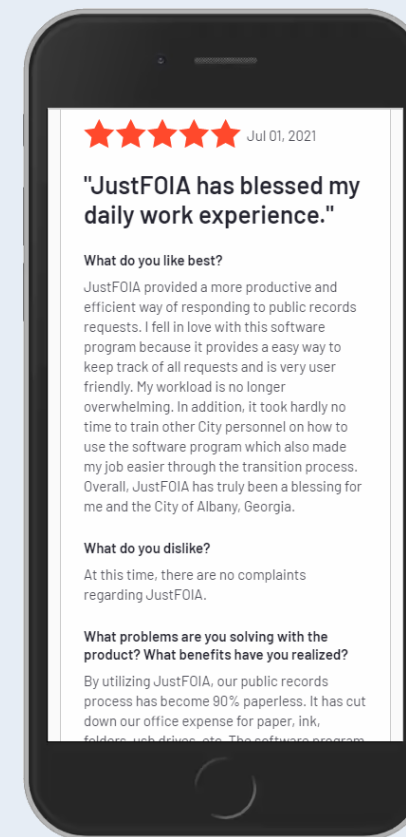
*"Everything is in one place, organized, users are accountable, and excellent client support!"*

**Atlantic Beach, FL**

# HOW WE'RE DIFFERENT

## Our Platform

- Unlimited Admins, Power Users and General Users included
- Easy-to-Use
- Configurable & Flexible
- Azure Government Cloud hosting as the standard, for every client
- 3 TB to Unlimited Storage, depending on platform
- Users can simultaneously be working to respond to a request
- Redactions can be edited by anyone with access rights (not just the originator)
- Retention schedules can be configured by request form (not a global setting)
- Our Discussions feature can be used to communicate with non-users and exchange information and records including image files





# CLIENT JOURNEY

We provide you with **personalized** service at every step.

## IMPLEMENTATION

### Phase 1:

#### Pre-Implementation

- Conduct requirements gathering
- Outline expectations for upcoming phases
- Discuss training
- Confirm timeline and key milestone dates
- Introduce you to the public-facing side of your JustFOIA site

### Phase 2:

#### System Training & Configuration

- Conduct two remote, live "System Training Sessions" for Admins and Power Users
- Focus on the practical application of the Solution through a hands-on experience

### Phase 3:

#### Request Training, Processing & Testing

- Guide through the designed request form workflow
- Provide resources to assist in onboarding general users
- Partner with Client to test all elements

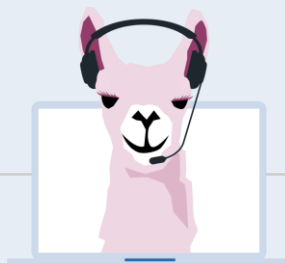
### Phase 4:

#### Launching JustFOIA

- Remove test data from JustFOIA site
- Provide a press kit to spread the word
- Hypercare Check-in Services during "Go-Live" period
- Transition to Client Success and Technical Support Teams

# CLIENT JOURNEY

We provide you with **personalized** service at every step.



## CLIENT SUCCESS Proactive Support

- Dedicated specialist assigned to your account to maximize your JustFOIA investment
- Consultative resource that can assist with finding solutions to your business and records request problems
- Education on new features and releases
- Assistance with annual renewal or procurement of additional modules and services
- Ensures post-implementation success

## TECHNICAL SUPPORT Reactive Support

- 8 am to 8 pm Eastern, Monday through Friday
- Available by phone, email and our secure, online support portal
- Free product version updates
- In-house, full-time team located in the continental United States
- No limit on technical support calls
- Typical response time is under one (1) hour
- Periodic webinars for updates or training

# GOVERNMENT SECURITY

## Modern Tech with Top-Grade Security

Protecting your solution and information is our highest priority. Our team works around the clock to ensure hackers and cybersecurity offenders with malicious intent aren't a part of the equation, ever. We aim to surpass industry standards for security measures we take to protect you.



### Other Security

- HIPAA
- NIST800.171 (DIB)
- ITAR
- IRS 1075
- DoD L4
- DoD L5



Find



### A Plat of My Property

## Criminal History

### Items for Bid

## Open Records Request

## Town Capital Project List

## Zoning

[Get a Permit / Application](#) ➤

Pay 

Register 

Report 

[Home](#) / [Services](#) / [Find](#)

# Open Records Request

### Applicant Contact /Information

Name \*

First

Last

Address 

Address Line 1

City

## Georgia

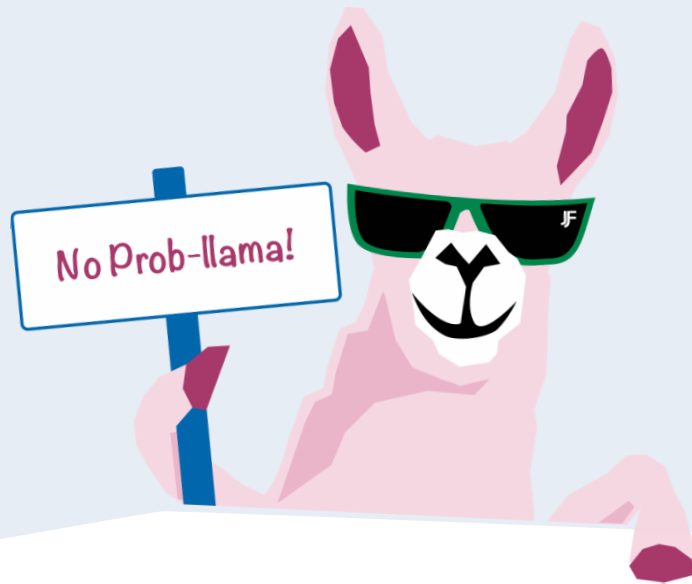
Phone ★

Email \*



JustFOIA

# Thank you!



**Let us know what  
you think!**

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