



Customer Profile:

Don O'Shell
Clerk of Courts
York County, Pennsylvania

The Goal:

To protect defendants from identity theft by automatically masking Social Security Numbers and Driver's License numbers on publicly available court documents. The county sought best-of-breed redaction software with advanced detection abilities to remove sensitive data types on unstructured documents, and a solution that had been integrated with Laserfiche.

The Solution:

ID Shield is integrated with Laserfiche and is processing York County's historical backfile and day-forward court documents for redaction.

Results:

ID Shield Advanced Redaction Software processed York County's backfile of historical documents. The county has also implemented ID Shield into its day-forward workflow. York County is the first Pennsylvania court to redact publicly available documents, and is doing so of its own volition, without a legal mandate requiring the removal of sensitive data from public documents.

York County Protects Citizens from Identity Theft with ID Shield Advanced Redaction

The Challenge

In September 2009, the Clerks of Court for York and Lancaster Counties were advised of a scheme targeting individuals who had been convicted of DUI offenses in Lancaster and York Counties. Two identity thieves had searched the Internet for DUI offenses and requested the court's files to obtain Social Security Numbers, Driver's License Numbers and other identifying information disclosed on documents in the file. The criminals stole over 100 individuals' identities, which they used to open fraudulent bank accounts, create phony email addresses and apply for loans.

The County was using Laserfiche for its document management solution and occasionally performed manual redaction with Quick Fields to protect sensitive information in publicly available files. County officials contacted Extract Systems in 2010 to discuss how automated redaction could protect private information within historical documents and be incorporated into the docketing process to protect York County constituents from identity theft.

The Outcome

York County was awarded a grant to support the purchase of redaction software from the Pennsylvania Commission on Crime and Delinquency in January 2011. The county cited Extract's previous experience integrating ID Shield with Laserfiche, and its track record redacting unstructured court documents for Montgomery County, Ohio, as key factors in the decision. The project was awarded to Extract Systems.

About ID Shield

ID Shield has been deployed at more than 250 local and state government agencies and has redacted more than one billion image pages. Extract's diverse records redaction experience includes projects of all sizes and workflow configurations. Additionally, ID Shield has been successfully integrated with many record management solutions including Oracle, Hyland Onbase, Kofax, Filenet, Sharepoint, Laserfiche, EMC Documentum, ApplicationExtender and Oracle Stellent.

“Adding this level of security to publicly available court documents was the correct course of action for York County, with or without a state mandate. Extract Systems' support team provided workflow expertise to facilitate simultaneous redaction of historical documents and day-forward processing. County staff have found the software intuitive to use, and we're very satisfied with its ability to detect sensitive data within unstructured documents.”

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