



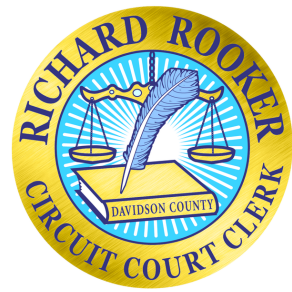
*AUTOMATED REDACTION CASE STUDY*

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# DAVIDSON COUNTY TENNESSEE CIRCUIT COURT CLERK

Tennessee's second largest county switches vendors to gain newer technology and keep costs down.

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Davidson County Circuit Court Clerk is located in Nashville, TN. With a population of just under 700,000 citizens, it's the second-largest county in the state. The Circuit Court Clerk is charged with the responsibility of maintaining not only the records of the eight Circuit Courts but also the civil records of the eleven General Sessions Courts. Among the types of cases heard by the Circuit Courts are contract disputes, civil torts, condemnations, worker's compensation claims, domestic matters, and the administration of estates.

The diversity of clerical responsibilities has resulted in the operation of four distinct offices - the Circuit Court Clerk's Office, the Probate Court Clerk's Office, the General Sessions-Civil Division Clerk's Office, and the Traffic Violation Bureau/Traffic Warrant Division, all of which are under the purview of the Clerk.

### **DAVIDSON'S MISSION:**

Diligently and professionally serve the needs of the Courts, legal community and citizens of Davidson County, Tennessee, through ethical values, personal service, integrity, transparency, and technology to achieve an unmatched level of efficiency and customer satisfaction.

## **THE PROBLEM**

Davidson has been redacting documents for years. As Metro Nashville and Davidson County have continued to grow the volume of records flowing through the circuit court's Probate, Traffic, General Sessions - Civil Division, and Circuit courts is approaching 2.5 million pages annually. Providing citizens with timely access to court records is essential to the Clerk's office and community. Davidson County has an established team responsible for making sure personally identifiable information (PII) is redacted from all documents prior to making them public.

In 2020, the county was tasked with determining whether to upgrade their existing system or to move to a new one. With the county's existing contract expiring at the end of 2020, they had a tight timeframe to select a solution and go live with it during a busy holiday season.

## **THE SOLUTION**

Davidson ultimately decided to research and hire a new vendor rather than upgrading their current system, the County discovered Extract Systems, which was able to offer them a newer technology while reducing overall expenditures and maintaining necessary functionality for the office. Davidson selected Extract System's ID Shield solution in August 2020 and was live with the solution by December 1, 2020. The swift go-live was to ensure the transfer of vendors was seamless and had no interruptions in their redaction processes.



Since implementation, Extract has been working with Davidson to further enhance the quality of their solution, increasing MICR accuracy, adding analytics dashboards and supervisor tools like tagging and QA, and reducing manual redactions while still maximizing overall accuracy.



"Extract has allowed us to maintain our levels of service standards to the general public while simultaneously saving tax dollars. Their technology also gave Davidson the flexibility and confidence that as requirements change, we'll have a system that will continue to grow with our office and community."

- Richard Rooker - Davidson County Circuit Court Clerk

## WHY EXTRACT SYSTEMS

Saving money is one thing, but if the user experience is worse, it's not worth making a change. The Davidson County employees that are responsible for ensuring these court documents get redacted have found the transition seamless, impact on their work positive, and users have reached document processing of over 1,000 pages an hour.

County workers appreciated custom demo videos provided by Extract so they could use in follow-up training, fast image load speed, and the various productivity tools that speed up or eliminate the need to draw manual redactions.

Extract also provides supervisors with real time analytics. This gives them a comprehensive view of how their workflow is running at any given time, accuracy rates by data type, and individual user metrics.

