

5 Ways Smarsh Professional Archive Makes FOIA Compliance Faster and Easier

Professional Archive is built for modern public records challenges other archives can't handle.



Records managers must ensure proper recordkeeping of emails, Microsoft Teams chats, mobile texts, videos, and social media posts, as well as any future communication channel that becomes popular with the public.

As a state or local government agency, meeting your constituents' demand for both modern communications and increased transparency of government activities can create additional challenges. It adds layers to managing FOIA requests, litigation holds, and retention schedules.

Here are five ways Smarsh Professional Archive is [purpose-built to help agencies](#) automate archiving and retention of electronic records, simplify search and data exports, and streamline open government requirements.

Top 5 Smarsh Professional Archive features for state and local governments

1. Automated capture: Your single source of truth

Many agencies still rely on manual record preservation methods, such as individual government officials and employees taking screenshots of text messages. Not only does this take time and regular training, it's also prone to human error and creating duplicate records in multiple systems.

With automated capture, you can be confident that records are consistently retained.

Professional Archive replaces manual and clunky processes and can consolidate multiple, disconnected systems into a single platform. All communications — mobile, voice, email, AI, video, chat and more — are automatically captured in real-time and stored in a single, secure repository. This means your agency always works from one authoritative source of truth.

By eliminating fragmented storage and manual record gathering, Smarsh ensures you can quickly respond to FOIA requests, litigation holds, or internal reviews without missing key information.



verizon

uscellular



zoom

Signal



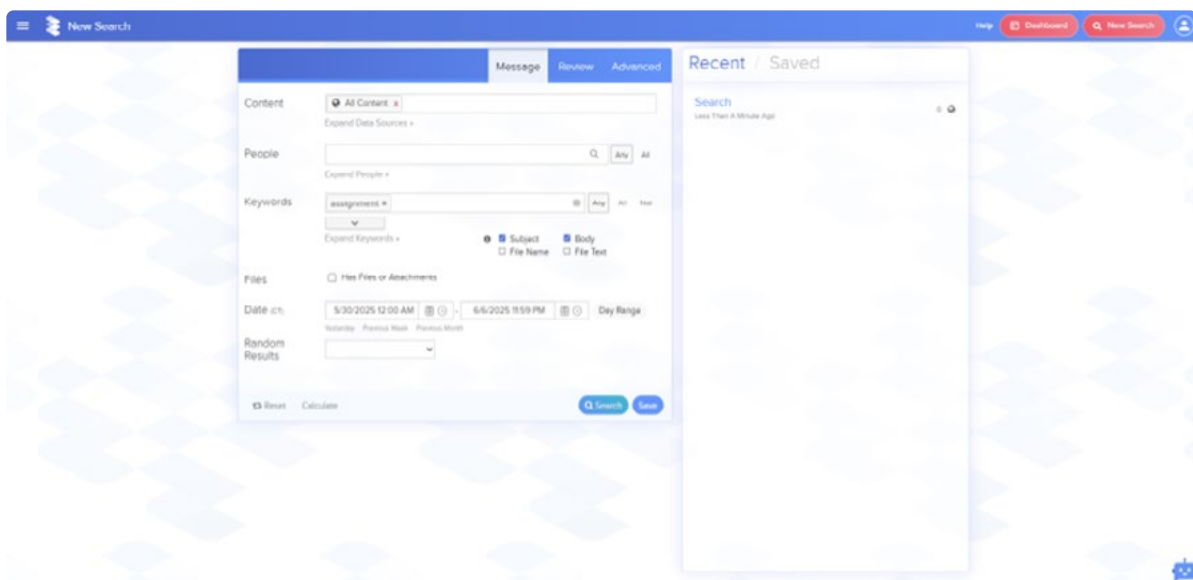
2. Advanced, granular search: Find exactly what you need

With Professional Archive, every record is indexed, searchable, and preserved according to your retention policies, giving you confidence in accuracy, completeness, and compliance.

Finding records is fast, intuitive, and precise, allowing you to retrieve critical records in seconds, not hours. You can search and find records by sender/recipient, date range, keywords, and message type. Granular filters help you find the exact records you need without relying on IT or digging through irrelevant content.

Go even further with Boolean logic for complex queries to pinpoint the right records, when you need them.

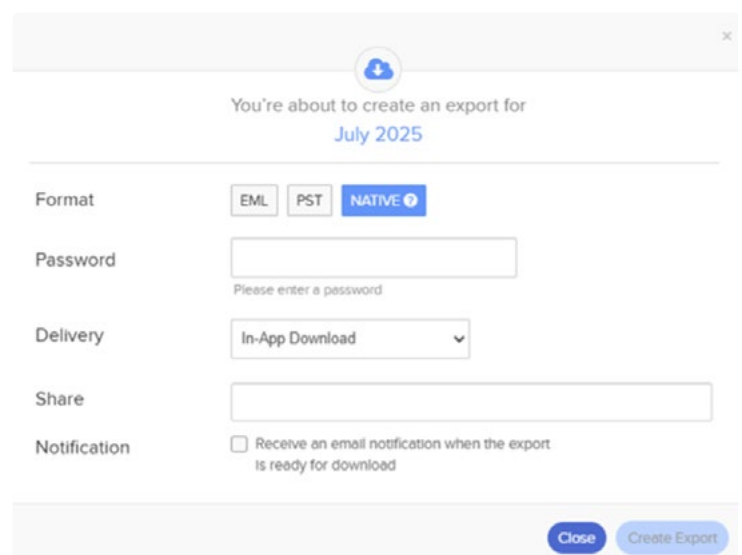
You can also save time on repeated searches on highly targeted topics such as “zoning board decisions” or “citizen complaint AND roads,” and instantly reuse them.



3. Export data for free: Your data is truly yours

Unlike other vendors that charge extra fees for data exports, Smarsh offers truly [self-service data freedom](#). You can export archived content using a self-service option — at no additional cost — in a variety of formats, including PDF, PST, CSV, or native EML. This flexibility ensures you can deliver records in the format needed for FOIA requests, legal cases, or compliance audits.

Professional Archive makes the process simple, intuitive, and fast, so your agency stays responsive and transparent without being bogged down by technical hurdles or budget surprises.

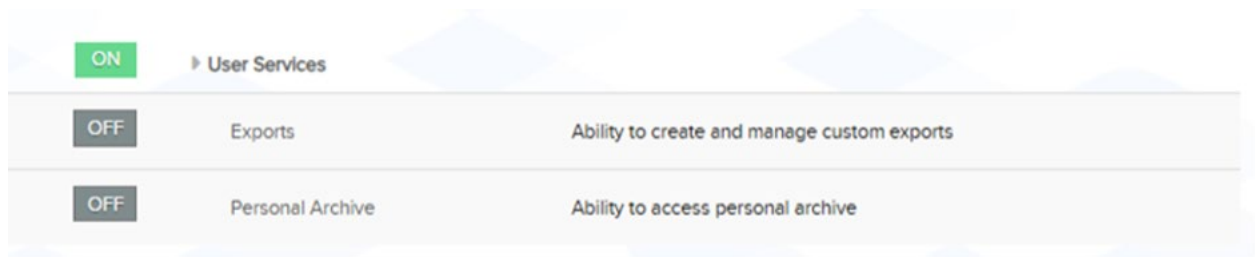


4. Role-based, self-service access: Your data is secure and protected

The Smarsh archiving platform enables role-based models to ensure that FOIA officers, legal staff, and department heads can access the exact records they need without risking overexposure of sensitive information. With fine-grained permissions, you can define access not only by role but also by case type, department, or data sensitivity level. This structured access control minimizes bottlenecks, reduces IT workload, and accelerates response to urgent requests.

Additionally, self-service access empowers teams to resolve requests autonomously, enhancing accountability and transparency across the agency.

Role-based controls ensure the right staff can act safely and efficiently.



5. Seamless archiving for new communication channels: You're prepared for what's next

Your agency's communication tools are constantly evolving and so should your archiving capabilities. With support for the most common channels — including Microsoft Teams, Facebook, WhatsApp, text messaging, and even the latest AI tools — you can maintain compliance with state and federal records retention laws without adding new vendors or undergoing lengthy procurement processes.

When a new communication tool is adopted, our team ensures it's captured, archived, and ready for search, so your agency can stay ahead of compliance requirements.



Smarsh isn't just a vendor. We're a partner.

Compliance software is only effective when it's paired with real support and guidance. Smarsh delivers just that through our Professional Services team, robust training, and award-winning support.



Smarsh Professional Services

Our team partners with you to design and deploy archiving strategies aligned with your compliance needs. Services include data migration, policy configuration, FOIA workflow optimization, and more.

Learn more: <https://www.smarsh.com/solutions/financial-services/>



Smarsh training services

Get your team up to speed quickly with live onboarding, on-demand courses, and role-specific instruction. We also offer train-the-trainer options to build in-house expertise.

Learn more: <https://www.smarsh.com/customer-success/services/>



Award-winning support

Our support team understands public sector urgency. With fast case response times and hands-on help, you'll never face compliance challenges alone.

Learn more: <https://www.smarsh.com/customer-success/support/>

Learn more about [Smarsh Professional Archive for government agencies](#) or [contact us](#) to start a conversation on how we can modernize your records management processes.



Smarsh® enables organizations to transform oversight into foresight by surfacing business-critical signals from the most in-demand communications channels. Regulated agencies of all sizes rely upon the Smarsh portfolio of cloud-native digital communications capture, retention and oversight solutions to help them identify regulatory and reputational risks within their communications data before those risks become fines or headlines.

Smarsh serves a global client base spanning the top banks in North America, Europe and Asia, along with leading brokerage firms, insurers, and registered investment advisors and U.S. state and local government agencies. To discover more about the future of communications capture, archiving and oversight, visit www.smarsh.com.

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