

DocuDriven Expedites Public Records Access for Grays Harbor County Assessor's Office



CHALLENGE

The Grays Harbor County Assessor's Office faced significant challenges in accessing vital public records. The overwhelming number of physical documents made file location requests take months to complete. With 229,954 pages taking up valuable office space and staff time, digitization was essential for providing quick and easy access to records.

Additionally, the Assessor's Office wanted the digitized documents uploaded into their parcel records system. Many records were stored in house books and filing cabinets, while state archives and local historical societies required the return of records for long-term preservation. Securing funding for the digitization project was another critical issue.

SOLUTION

To address these challenges, the Assessor's Office applied for a grant from the State of Washington. Kellie Wahlstrom, Administrative Assistant, explained, "We applied for a digitizing grant, and one of the requirements was to obtain quotes from several different digitizing companies. DocuDriven quickly responded to my requests and was very thorough in providing an accurate quote and timeline."

DocuDriven emerged as the preferred partner for this crucial project.

//

Of all companies I've worked with, DocuDriven has been the easiest to work with. The staff was professional, friendly, quick to respond to our requests, and kept us informed every step of the way."

KELLIE WAHLSTROM

ADMINISTRATIVE ASSISTANT



RESULTS

With the implementation of new software and DocuDriven's record digitization services, the Assessor's Office was able to free up significant office space previously occupied by paper files and reduce time spent on record retrieval. Wahlstrom noted, "The Assessor's Office receives approximately 4,800 requests a year via phone, email, or walk-in, requiring employees to pull information from house books or files in the vault.

Having these records digitized and integrated into our current software system expedites retrieval and decreases the labor burden when responding to public records requests, ultimately improving our ability to serve the public."

THE DOCUDRIVEN DIFFERENCE

Thanks to the speed and responsiveness of DocuDriven's services, along with an accurate quote and timeline provided to the Assessor's Office, the team secured grant funding to cover digitization expenses. Throughout the project, any document that needed to be located and emailed to the Assessor's Office had a 24-hour turnaround. DocuDriven also ensured that each binder was returned in its original state. The success of this digitization project led the Assessor's Office to confidently recommend DocuDriven to other assessors.

//

DocuDriven has been outstanding to work with. I'll be passing the DocuDriven name on to assessors interested in digitizing records."

DAN LINDGREN

Grays Harbor County Assessor

ABOUT DOCUDRIVEN

DocuDriven optimizes the value of your records, delivering expertly designed solutions — on-time and on-budget. Whether you have decades of paper boxes, large format blueprints, or dormant/unstructured data, we help you cull out what you don't need and make your vital data searchable and easy to find.

When records accuracy, accountability, and scale matter, organizations choose *DocuDriven*.