

Improving Court Efficiency with Document Scanning Services | The Fort Bend County Success Story



A Case Study of Southwest Solutions Group's Scanning Project for the Fort Bend County District Clerk's Office

The Fort Bend County District Clerk's Office serves as the central hub for court records and public information throughout one of Texas's fastest growing counties. The office manages vital legal documents, supports court operations, and provides accurate information to county agencies and the public. This significant responsibility requires reliable access to decades of records, many of which remain stored on paper.

The District Clerk's leadership recognized that an updated digital repository would strengthen access, improve efficiency, and support the long-term preservation of critical information. The office hoped to scan the records internally, but the volume made it clear that the work could not be completed fast enough to keep up with demand. To move forward without falling further behind, the District Clerk's Office partnered with Southwest Solutions Group to complete their large scanning initiative.



The result: improved response times for the community, since staff can now locate records quickly instead of spending two to three days searching through physical archives.



The Challenge: Managing a Growing Archive of Sensitive Case Files

The District Clerk's Office maintained thousands of family, civil, and criminal case files dating back to 1984. These records filled storage areas across multiple locations, including the courthouse basement and the third-floor file room. The increasing volume of paper reduced usable space for staff and limited the ability to repurpose areas for other departmental needs. The condition and variety of these documents created obstacles for daily operations, long-term preservation, and timely responses to requests for information.

The office also managed materials containing sensitive information that required CJIS compliant handling. The combination of aging paper, high volumes, and security requirements created an urgent need for a more reliable and accessible format. Records missing digital index entries added another layer of complexity and made retrieval even more difficult.

The District Clerk's Office needed a digital conversion effort that would support accurate access to information, protect sensitive materials, and create a dependable foundation for future growth.



The Solution: A Secure and Streamlined Digital Conversion Process

Our team designed a secure and structured digital conversion process that aligned with the County's goals for improved access, long-term reliability, and stronger protection for sensitive case files. The emphasis was placed on creating digital records that preserved legibility, supported easy retrieval, and ensured information remained protected throughout the project.

Intake and Traceability

-A tracking approach was used to maintain clear visibility of every box and file. This level of oversight supported confidence in the movement and handling of sensitive court records. SSG also provided secure pickup and delivery of all boxes, handled only by CJIS compliant SSG employees.

Document Preparation

-Paper documents were prepared for scanning to support accurate digital capture. Original folder integrity was preserved so records remained aligned with their historical organization.



High Quality Digital Capture

-Records were scanned in color at 300 DPI to protect legibility, including markings and handwritten notes that carry legal importance.

Image Review and Validation

-Each image was checked to confirm clarity and correct order. This supported the goal of ensuring every digital record accurately reflected its physical counterpart.

Security Focused Handling

-CJIS compliant processes guided every stage of the project. Only personnel who completed fingerprint background checks and security training handled the materials.

Indexing for Odyssey Compatibility

-The District Clerk provided existing index data. Missing entries were created manually so each digital file could be accurately imported into the Odyssey case management system.

Project Execution

The scope of work reflected the scale of the County's archive.

- Total boxes quoted: 3,702
- Total boxes scanned: 3,264
- Projected images: 7,349,614
- Total images delivered: 6,980,274

Records spanned multiple categories, including criminal files, family and criminal files stored on the third floor, and confidential, family, civil, and criminal boxes stored in the basement. Many materials required additional preparation techniques due to file types such as tri fold documents.

The volume and variety of files demonstrated the importance of creating a digital archive that could support the County's long-term operational needs.

The Result: A More Accessible and Efficient Records System

The Fort Bend District Clerk's Office now benefits from a secure and highly accessible digital archive that supports daily operations, court inquiries, and public information requests.

Scope of Work

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3,264

TOTAL BOXES SCANNED

7,349,614

PROJECTED IMAGES

6,980,274

TOTAL IMAGES DELIVERED



Key Benefits of Our Document Scanning Services

Improved Access and Retrieval

Digital access speeds up responses to internal requests, court inquiries, and public information needs. Staff no longer sort through aging paper records. Our team also supports expedited file requests. Customers can call or email, and we move their request to the front of the workflow so the digital record is delivered within 1–2 business days.

Strengthened Data Security

- CJIS compliant procedures protect sensitive criminal records and help maintain the confidentiality required by the justice system.

Preserved Document Integrity

- High resolution color scanning protects the legibility of handwritten notes, stamps, exhibits, and other markings that hold historical and legal significance.

Operational Continuity

- Digital records reduce strain on fragile documents and support consistent access without risk of damage caused by handling or environmental conditions.

Support for Future Growth

- A digital archive provides a foundation that allows the District Clerk's Office to integrate future case files more efficiently.

Certified Destructive Services

- Certified destruction services are available once digital records are approved, which supports secure disposal of physical files and helps free storage space for more productive use.

The Outcome

The District Clerk's Office now uses a dependable and accessible digital archive that improves efficiency and strengthens public service. Reliable digital records help the County serve its growing population with accuracy and speed. The completion of nearly 7 million images reflects the strong partnership between Fort Bend County and SSG and highlights the value of secure document scanning services in modernizing judicial records and preserving information essential to justice and public trust.

