

Broward Sheriff's Office Streamlines 15,000 Annual Applications

Broward Sheriff's Office (BSO)

Broward Sheriff's Office (BSO) is one of the nation's largest sheriff's offices, serving nearly 2 million residents across the Fort Lauderdale metro area. BSO operates one of the largest local jail systems in the country.

Overview

BSO processes 15,000 applications annually, each at least seven pages, while operating one of the nation's largest local jail systems. Paper records made it hard to meet strict retention and security needs across law enforcement, HR, and fire-rescue operations. DataBank implemented OnBase, letting clerks retrieve records by keyword, share them by email or fax, and control access with configurable security controls.

Challenges

- 1** BSO receives 15,000 applications annually, each at least seven pages, creating heavy paper records burden.
- 2** Paper-based records across jail, HR, and fire-rescue operations created retention, security, and compliance risks.
- 3** BSO needed a document management system that supported fast retrieval, strong security, and easy scalability.

Solutions



Content Platform Assessment
& Implementation



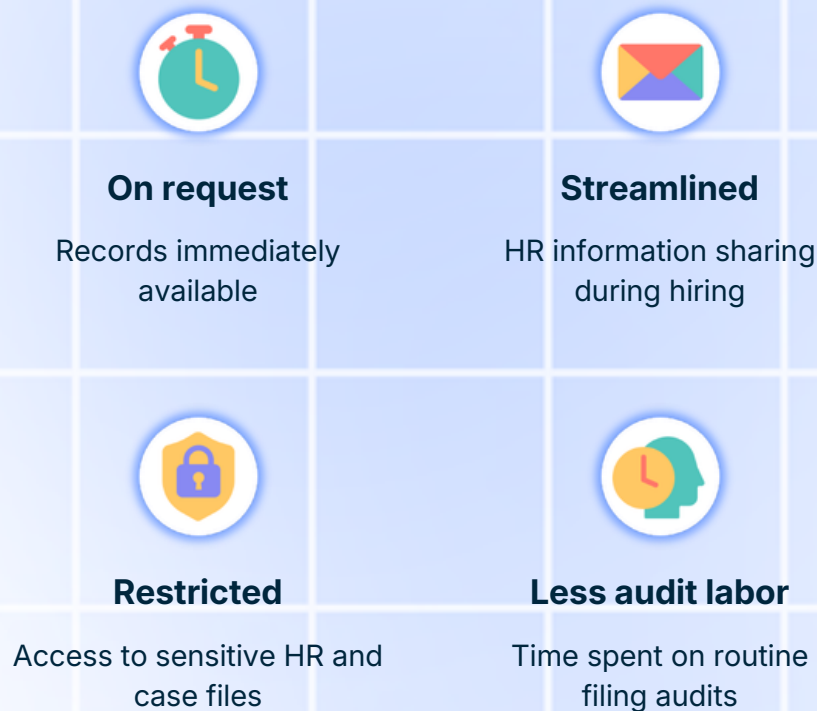
Workflow & Process Automation



Implementation



Results



Conclusion

The OnBase implementation made records immediately available on request, improving customer service. In HR, the system streamlined information sharing during hiring, while easily configured security features limited access to sensitive files and reduced the time and labor spent on routine filing audits. Broward Sheriff's Office continues to rely on OnBase to manage records across its jail, HR, and public safety operations.

More About DataBank

DataBank is a trusted provider of data, document, and automation solutions for organizations with complex information environments, including highly regulated public sector agencies responsible for records, compliance, and public safety. For more than 30 years, we have helped these organizations securely manage, process, and activate high value information at scale. DataBank meets clients where they are, whether modernizing legacy repositories, automating document heavy processes, or building a stronger foundation for analytics and AI. For agencies managing high volumes of case files, applicant records, and compliance documentation, we help build searchable content platforms and automate manual workflows, so records stay secure, accessible, and audit ready. We combine proven operational expertise with modern AI, automation, and cloud technologies to help clients reduce manual work, improve data quality, and accelerate decision making without disrupting existing systems. DataBank is an end to end partner built to deliver measurable outcomes in even the most complex environments.