TriLumen Systems

CASE STUDY

County Regulatory Agency · AI-Assisted Records Automation

From 14 Days to 45 Minutes

THE CHALLENGE

A mid-sized county regulatory agency was buried under public records requests. The law sets strict response deadlines, but every step was manual: staff opened each email, worked out what the citizen wanted, searched decades of files on old local servers, pulled the matching PDFs, and redacted Social Security numbers, home addresses, and private medical details one click at a time. The backlog ran months, compliance penalties were a real risk, and staff were burned out. Enterprise government platforms were the obvious answer, but their licensing required a multi-year budget approval the agency didn't have time for.

OUR APPROACH

Security came first. Government data can't go through public AI tools, so we built inside the agency's existing Microsoft 365 GCC environment, in an isolated, secure instance.

Then we automated the front end. Power Automate pulled requests from the public portal. A secure AI model read each one, categorized it, and searched the internal database for matching records.

We kept humans in charge of the release. Nothing leaves the agency without a human approving it. The AI pre-scans each file, highlights every Social Security number and address, applies a draft redaction layer, and routes the file to a supervisor's queue. Staff open a pre-processed document, verify the redactions in about ten seconds, and click Approve. The system then packages the response and emails the citizen securely.

THE RESULT

Average response time dropped from 14 days to 45 minutes, including the supervisor's review. The backlog was cleared within a month. Staff went from twenty minutes of hunting and squinting per request to a ten-second review. The agency had been quoted $240,000 to $370,000 or more by a traditional enterprise vendor. We delivered this for $55,000, on infrastructure they already owned, with ongoing costs of roughly $3,000 a year.

> *"Our Right-to-Know backlog was completely overwhelming, and our team was spending all day searching and redacting files by hand under tight statutory deadlines. TriLumen built a smart workflow inside our existing Microsoft 365 setup that does the heavy lifting while letting our supervisors keep final control. Dropping our response time from two weeks down to under an hour was a massive relief for the whole office."*
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> AGENCY DIRECTOR, COUNTY REGULATORY OFFICE

Have a Problem That Looks Like This?

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