

CLIENT SUCCESS STORY

# Lorain County, Ohio Modernizes Government Records and Streamlines Public Services



Facing a backlog of 25 years of paper and microfiche records, outdated systems, and growing service demands, Lorain County turned to KnowledgeLake's AI-powered automation platform to digitize operations, improve public access, and transform how work gets done.

**Client**

Lorain County, Ohio  
[www.loraincountyohio.gov](http://www.loraincountyohio.gov)

**Industry**

Government

*Lorain County is one of the largest counties in northern Ohio, serving a population of over 300,000 residents. With a strong commitment to transparency and modernization, the county provides essential government services and long-term public access to records through innovative, citizen-centered technology initiatives.*



“We’re transforming how we manage information—while maintaining complete control of our data. KnowledgeLake is helping us build a future-ready county without a massive IT lift.”

– Todd Sharkey, Director of Information Technology



## BUSINESS NEEDS

Lorain County’s Record Center housed more than 11,000 boxes of documents—some dating back to 1824—alongside thousands of microfiche records and decades of manual processes. “Our records system has been in place since 1998, and it is a mess,” said Todd Sharkey, Lorain County’s Director of IT.

Departments across the county used different software and inconsistent workflows. Scanning was labor-intensive and compliance with Ohio’s RC-1, RC-2, and RC-3 retention schedules was a challenge. “It takes a long time to scan a document because we have to create an info sheet, print it, and then manually key in the metadata,” Sharkey explained.

Facing quotes of over \$3 million for traditional ERP systems—and a looming microfilm supply crisis—Lorain County needed a modern, budget-conscious solution to digitize records and modernize public services.



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**DIRECT**  
314.898.0500

**TOLL-FREE**  
888.898.0555

**WEBSITE**  
[knowledgelake.com](https://www.knowledgelake.com)

**EMAIL**  
[info@knowledgelake.com](mailto:info@knowledgelake.com)

**KnowledgeLake**

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– Todd Sharkey, Director of Information Technology



## IMPACT

After an extensive review process, Lorain County selected KnowledgeLake to launch a county-wide digital transformation initiative. “This is one of those pieces of software that can transform an organization,” Sharkey said. “It allows us to scan, classify, and route documents automatically—without adding headcount.”

The initial rollout covers four key departments: the Clerk of Courts, Fiscal Department, Clerk of the Board, and Record Center. Total investment: \$719,475 over three years, funded through the county’s software account.



By integrating with the county’s existing SharePoint environment, KnowledgeLake ensures data remains fully in the County’s control. “That was one of the biggest selling points for us,” Sharkey noted. “We maintain our data, manage our backups, and don’t rely on a vendor to hand it back if something changes.”



“We’re embedding digitization at the point of use—not just in the archive.”

– Todd Sharkey, Director of Information Technology

## Streamlined Processes

With KnowledgeLake, Lorain County has replaced complex, manual workflows with intuitive, AI-driven automation. Documents are now scanned and indexed without the need for printed coversheets or manual data entry. “All of that goes away,” said Sharkey. “Now the system recognizes what a document is, pulls key data, and routes it to the right workflow.”

## Faster Access to Records

Staff can now locate and retrieve documents in seconds—whether scanned, emailed, or submitted electronically. “It’s like hiring an assistant, an AI assistant, for everybody in the county,” said Sharkey. “We can find what we need so much faster and respond to internal and public requests more efficiently.”

The platform supports real-time collaboration between departments while eliminating the need to physically move documents between offices. “We’re no longer printing case files and sending them to the Record Center,” said Dave, a county leader. “Now we can automate that flow digitally, start to finish.”

## Stronger Compliance & Retention

With Synthetic Labor, Lorain County can enforce retention schedules automatically. “The system will flag when a document is eligible for destruction based on RC-2,” said Sharkey. “And instead of relying on the Record Center, it pushes the responsibility back to the department that created the document.” This distributed model improves compliance while lightening the workload for the Records team.

## Scalable Modernization

The county’s rollout is structured across three years, starting with four departments and expanding to twelve by 2027. “It’s a phased approach,” said Sharkey, “but because of how the platform is built, we’ll be able to add departments and customize workflows ourselves—without needing vendor help.”

Departments like Community & Economic Development are already planning to integrate real-time scanning into their grant workflows, reducing delays and streamlining archival compliance from day one. “That’s a huge benefit for us,” said Dave. “We’re embedding digitization at the point of use—not just in the archive.”

