

CivicPlus® Social Media Archiving

The most reliable social media archiving solution for public entities to remain compliant with public records laws and actively manage risk online.





Social media networks facilitate one-to-one and many-to-many engagements **at a historically unprecedented scale.**

These networks are built for billions of residents and are increasingly useful to public and regulated institutions that want to communicate with their community members. CivicPlus® Social Media Archiving was purpose-built to allow these regulated entities to utilize social networks to engage with the public in a rich and compliant manner.

Tailored to your public entity, CivicPlus Social Media Archiving captures your social media presence in-context and in near-real-time, so you can manage and access your online data in one secure location, and quickly find and produce the content you need whenever you need it with advanced search and custom tagging.



Benefits:



Save Time

Reduce human error and avoid time-consuming administrative work by automating your archiving process and finding answers quickly with smart filters and automated tags for deleted, edited, and hidden content.



Save Money

Respond to record requests of any size and create reports quickly by finding the data you need, whenever you need it, with a solution proven to provide enormous cost savings.



Get Total Visibility

See the full history of your accounts, manage your entire online presence, and collaborate with different access levels in one secure, centralized location.



Gain Complete Control

Improve overall efficiency with control over your online data and define the retention period of records through custom disposition rules for flexibility while maintaining compliance.



Stay Compliant

Ensure compliance with social media retention requirements and your state's public records law, and easily respond to FOIA, eDiscovery, and litigation requests.



Have Peace of Mind

Streamline your social content documentation and eliminate surprises with active monitoring that alerts you on account connection, so you always know what data is being captured.



Features:



Comprehensive Archiving

Connect directly with your social media platforms to capture and preserve all content your public entity posts and engages with, in one secure location.



Near Real-Time Capture

Capture various content formats in full resolution and near-real-time, even if it's been edited, deleted, or hidden.



Advanced Search

Find and export the records you need quickly with filters, keywords, and custom and automated tags that let you organize and easily manage your content.



On-Demand Data

Get access to your data at any time to support requests and easily produce reports for your monthly record volumes, connected accounts, and plan usage.



Blocked Lists Management

Create and maintain a single list of all blocked users and pages, for all of your managed accounts, with clear timelines and supporting evidence to defend your actions.



Accurate Context Preservation

Replay any record in its original context, and ensure its authenticity with digital signatures, timestamps, and unmodified metadata.

As the leading provider of social media archiving technology in the public sector, CivicPlus Social Media Archiving enables thousands of forward-thinking government entities, law enforcement agencies, and educational organizations to openly and transparently communicate across social networking platforms while ensuring legal protection and compliance with public records.