



Why Agencies Are Switching to GovQuest

July 2026

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Join the Movement to Better Public Records Tech

Public records teams are under more pressure than ever. Request volumes are rising, deadlines remain unforgiving, and agencies need software that helps staff move quickly without sacrificing accuracy, compliance, or public trust.

The public records legal and technical landscape is rapidly changing.

Join the Movement to a Better System

The graphic illustrates a workflow for public records management. On the left, a box contains five icons representing different data sources: ALPR data (a car), Drone video (a drone), Real-time crime data (a map with a location pin), BWC video (a camera), and New laws (a document with a checkmark). These icons are arranged in two rows. To the right of this box is an equals sign, followed by a circle containing the text 'New technology'. Another equals sign follows, leading to a circle containing the text 'MORE requests' with a blue upward-pointing arrow and a bar chart. A final equals sign leads to a circle containing the 'GOVQUEST by PRI' logo. Below the main flow, the website 'govquest.com' is displayed.

For years, many agencies have relied on legacy vendors and systems such as Granicus/GovQA, JustFOIA, and NextRequest/CivicPlus for public records technology.

But as the needs of records teams have evolved, these older software platforms can feel increasingly difficult to work with.

Legacy systems often require more clicks, more workarounds, and more staff time than today's public records environment allows.

When software is not built around the day-to-day realities of modern records work, agencies can end up spending too much time managing the system instead of managing requests.



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That is why GovQuest was developed.

GovQuest was built as modern, cloud-native software for public records professionals. It is designed to help agencies streamline intake, tracking, review, communication, deadlines, redactions, payments, and reporting in one intuitive platform. Instead of forcing teams into outdated workflows, GovQuest supports the way public records offices actually operate today.

Just as important, GovQuest is backed by PRI's deep experience in public records law and training.

PRI has spent years teaching public records law to government agencies, helping staff understand legal obligations, practical compliance strategies, and the real-world challenges that come with the increasing volume of requests.

That experience matters.

Public records software is not just a technology purchase; it is a compliance tool. Agencies benefit when the people behind the platform understand the law, the deadlines, the exemptions, and the operational pressure records teams face every day.

Many vendors can sell software. How many actually teach public records laws in all 50 states, and understand the work involved from the inside out?





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That distinction is especially important when agencies are evaluating vendors. Sales teams that do not truly understand public records law may focus on features without understanding how those features affect compliance. PRI brings a different perspective.

GovQuest is shaped by practical knowledge of what records employees, attorneys, and agency leadership actually need. In-system tools and support resources like new legislation, community forum, and performance metrics.

The result is a platform that combines modern technology with subject-matter expertise. GovQuest gives agencies a cleaner, more efficient way to manage requests while also reflecting the legal and procedural realities of public records administration.

Join the Movement

Agencies are switching to GovQuest because they want more than a legacy system with a familiar name. They want software that is easier to use, built to be maintenance-free, and highly configurable without having to submit a ticket to the vendor.

For government agencies looking to modernize their records operations, GovQuest offers a better path forward. Book a demo at govquest.com, get a quote, and be live on a new system in matter of days.