



Oregon Records Management Solution

HELP DESK NUMBER FOR MORE INFORMATION 888-354-2006

SUBSCRIPTION PRICING Effective 07/2025

The Oregon Records Management Solution (ORMS) is based on the “Software as a Solution” model. In this model all Oregon government entities can participate in this program for a fee of **\$388.70 per month**. * This fee includes:

- 10 OpenText Content Manager software licenses and support
 - Additional licenses are \$38.87 per user per month (full), or \$19.43 per user per month (inquiry only)
- Data storage @ 10 GB per licensed user, cumulative for the agency
 - Example: 10 licenses = 100 GB of storage available to the agency
- Data transfer @ 1 GB per user per month, cumulative for the agency
- Customized planning, setup, training and support from ORMS team
- 24/7 Oregon-based customer service and technical Support Desk
- Secure storage and hosting in Oregon-based tier 3 data center
- Ongoing hardware, software and infrastructure maintenance and support

**This fee decreases as the total number of ORMS users increases. See Master Services Agreement for details Pricing for agencies requiring Criminal Justice Information Services (CJIS) compliance provided upon request.*

BENEFITS OF ORMS SOS Solution as a Service

Storage: Agency records are stored in a secure data center in Baker City, Oregon, freeing up space in agency offices and shared drives

Security: Access to records in ORMS is controlled through overlapping layers of security. Multiple levels of validation and internal security ensure that only appropriate personnel can view records. ORMS can meet all requirements for HIPAA, FERPA and CJIS

Access: OpenText Content Manager software has a powerful search engine at its core. Most records can be searched by their content, as well as titles, date ranges, and other metadata fields. This makes public records requests easier and faster to fulfill. OpenText Content Manager also allows agencies to publish records, making them publicly available via the ORMS WebDrawer portal

Retention and legal compliance: ORMS team members build retention schedules into the system and train agencies on how to apply them. OpenText Content Manager tracks retention, ensuring routine and legally-compliant destruction. Legal holds prevent changes to or destruction of records during litigation

Accountability and transparency: OpenText Content Manager tracks all actions undertaken in the system by each user. Every time a record is touched an audit log is created, demonstrating government transparency.