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The Future of Government Records Management

Understanding the differences between Intelligent Document Processing and Generative AI for information access

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Meet Your Presenters

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On our lineup for today's presentation

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The topics we'll be discussing:

1. An intro to Intelligent Document Processing and Generative AI.

2. The benefits these technologies offer records management.

3. Innovative ways that agencies are using these technologies.

4. How to determine which technology is right for your agency.

5. Ways that Ripcord can help.

What are Intelligent Document Processing and Generative AI?

Understanding Intelligent Document Processing

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01 **Uses Machine Learning (ML) to understand documents**

ML algorithms leverage OCR, and NLP to recognize documents and data.

02 **Classifies document types and extracts specific data**

IDP identifies document types and key-value pairs to create structured data. This data can fuel analysis or process automation and enable speedy recall.

03 **Must be trained using sample data.**

Document types and data needs must be defined up front. With continuous learning, accuracy can reach up to 99.9%.

Understanding
Generative AI
for Documents

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01 **Uses Large Language Models (LLM) to understand documents**

LLM such as GPT-3.5 use vast amounts of data to derive meaning from contextual information, syntax, and semantics.

02 **Interprets and understands the context of a document**

GenAI tools provide summaries, translations, and answers about the document's contents.

03 **Find and structure information with questions**

Rather than training a model on a specific document, natural language prompts can be used to extract information from any document.

Applying **Intelligent Document Processing** and **Generative AI** to records management

Intelligent Document Processing (IDP)

Structured and semi-structured documents

Consistent document types

High-accuracy structured data extraction

Document classification

Continuous learning

Process automation

Generative AI (GenAI) for Documents

Unstructured and complex documents

Varied and evolving document types

Enabling a deeper understanding of information and contextual nuances

Natural language generation such as summaries and translations

Works with zero training

How IDP and GenAI can benefit records managers

Benefits of IDP

Streamline document processing and recall

Reduce manual errors

Automate repetitive tasks

Benefits of GenAI for documents

Quickly understand complex documents

More informed decision-making

Pinpoint critical information in lengthy documents and translations

Each of these technologies offer distinct benefits, but aren't mutually exclusive. They can be employed individually or together to best serve the use case.

The benefits of IDP for agencies

Scalability

Rapidly process of large volumes of documents, expand across offices and locations.

Cost Reduction

Slash operational costs related to manual storage, management and processing.

Improved Efficiency

Minimize data entry, accelerate document recall and data access, fuel process automation.

Effective Compliance

Reduce errors and increase data accuracy, automate retention schedules, ensure speedy document access.

The benefits of GenAI for agencies

Accelerated Insights

Quickly gather and distill information from a body of documents.

Agency-wide Application

GenAI can easily be applied across a broad range of departments, document types, and use cases.

Minimal Start-up Time

Eliminates complex implementation, with no training required, simply use prompts to extract information.

Improved Efficiency

Minimize time spent looking for information, extract data on demand, rapidly access documents.

Real-life examples of how the public sector is using IDP and GenAI

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Modernizing tax document processing to **boost efficiency** and **accelerate customer service** with Intelligent Document Processing

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Form **941** for 2023: **Employer's QUARTERLY Federal Tax Return**
(Rev. March 2023)
Department of the Treasury — Internal Revenue Service

950122

OMB No. 1545-0029

Employer identification number (EIN)

Name *(not your trade name)*

Trade name *(if any)*

Address

Number   Street   Suite or room number

City   State   ZIP code

Foreign country name   Foreign province/county   Foreign postal code

Report for this Quarter of 2023
(Check one.)

☐ **1:** January, February, March

☐ **2:** April, May, June

☐ **3:** July, August, September

☐ **4:** October, November, December

Go to *www.irs.gov/Form941* for instructions and the latest information.

Read the separate instructions before you complete Form 941. Type or print within the boxes.

Part 1: Answer these questions for this quarter.

1 Number of employees who received wages, tips, or other compensation for the pay period including: *Mar. 12* (Quarter 1), *June 12* (Quarter 2), *Sept. 12* (Quarter 3), or *Dec. 12* (Quarter 4) **1**

2 Wages, tips, and other compensation **2**

3 Federal income tax withheld from wages, tips, and other compensation **3**

4 If no wages, tips, and other compensation are subject to social security or Medicare tax .... ☐ Check and go to line 6.

Form **709**   **United States Gift (and Generation-Skipping Transfer) Tax Return**
Go to *www.irs.gov/Form709* for instructions and the latest information.
(For gifts made during calendar year 2022)
See instructions.

OMB No. 1545-0020

Department of the Treasury
Internal Revenue Service

2022

1 Donor's first name and middle initial   2 Donor's last name   3 Donor's social security number

4 Address (number, street, and apartment number)   5 Legal residence (domicile)

6 City or town, state or province, country, and ZIP or foreign postal code   7 Citizenship (see instructions)

Part 1—General Information

		Yes	No
8	If the donor died during the year, check here ☐ and enter date of death _____ , _____		
9	If you extended the time to file this Form 709, check here ☐		
10	Enter the total number of donees listed on Schedule A. Count each person only once:		
11a	Have you (the donor) previously filed a Form 709 (or 709-A) for any other year? If "No," skip line 11b		
b	Has your address changed since you last filed Form 709 (or 709-A)?		
12	**Gifts by husband or wife to third parties.** Do you consent to have the gifts (including generation-skipping transfers) made by you and by your spouse to third parties during the calendar year considered as made one-half by each of you? (See instructions.) (If the answer is "Yes," the following information must be furnished and your spouse must sign the consent shown below. **If the answer is "No," skip lines 13–18.**)		
13	Name of consenting spouse **14** SSN		
15	Were you married to one another during the entire calendar year? See instructions		
16	If line 15 is "No," check whether ☐ married ☐ divorced or ☐ widowed/deceased, and give date. See instructions:		
17	Will a gift tax return for this year be filed by your spouse? If "Yes," mail both returns in the same envelope		
18	**Consent of Spouse.** I consent to have the gifts (and generation-skipping transfers) made by me and by my spouse to third parties during the calendar year considered as made one-half by each of us. We are both aware of the joint and several liability for tax created by the execution of this consent.		

Consenting spouse's signature: Date:

19 Have you applied a DSUE amount received from a predeceased spouse to a gift or gifts reported on this or a previous Form

Forms 941 and 709 are among millions of inbound tax documents and billions of historical records the IRS must manage.

Form 941, a Quarterly Tax Return, has over 70 data points that must be extracted, verified, and entered into the IRS eFile system each quarter.

Form 709, a Gift Tax Return, averages 65 pages, must be retained for decades, and is regularly recalled from storage.

Ripcord solutions for the IRS

Digitization and IDP deliver accurate data
and easy document access

01 Document scanning and OCR

02 Automated data extraction using AI

03 AI data validation

04 Adherence to complex agency business rules

05 Human-in-the-loop data validation and QA

06 Secure data delivery

Outcomes the IRS realized
with Ripcord IDP solutions

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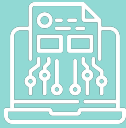
Reduced manual data entry
Significantly less reliant on time-consuming manual data entry.

Increased throughput
A dramatic increase in overall processing capacity.

Enabled speedy recall
Increased empowerment to quickly and efficiently access information.

Improved data accuracy
A substantial improvement in the accuracy of IRS data.

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Leveraging Generative AI to **save time**, **reduce costs**, and **accelerate justice** in complex financial investigations
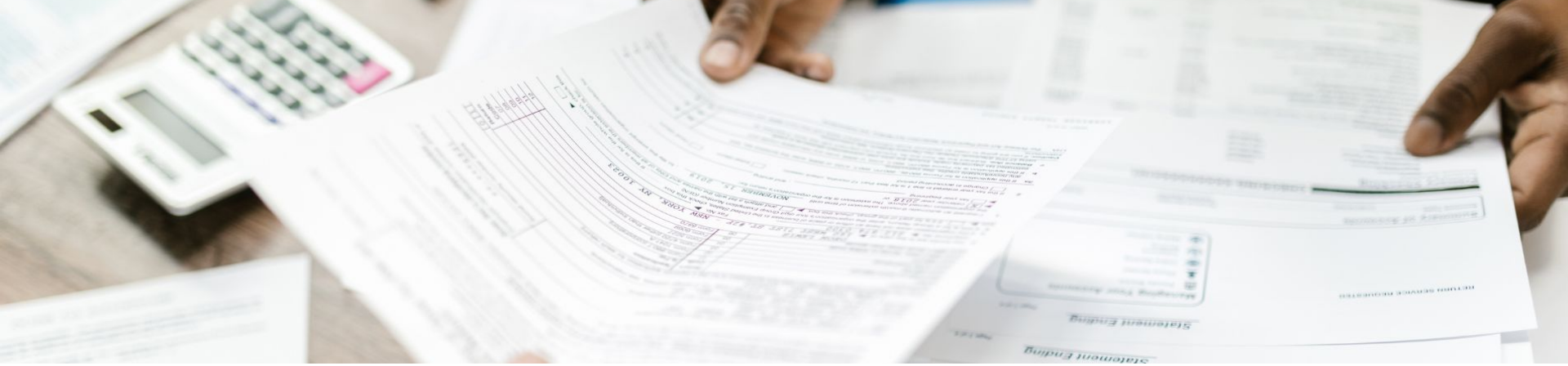
The Mesa PD Department of Organized Crime must interrogate many widely varied documents collected as evidence in their cases.

The Complex Financial Investigations team collects and manually reviews documents ranging from bank records to titles and liens records.

The number of financial fraud cases is steadily increasing and current labor intensive processes limit how many cases the team can handle.

Ripcord solution for Mesa PD

Unlocking information trapped in evidence documents with **GenAI document tools**

01 Flexible solution handles breadth of document types.

02 Summaries enable investigators to understand documents at a glance.

03 Document Q&A quickly uncovers answers from one document or many.

04 Organize documents and collect notes and key references in Workspaces.

"Ripcord doesn't just fit into our investigative arsenal; it amplifies it.

This technology promises to transcend traditional limitations, accelerating our pursuit of justice by efficiently connecting elusive financial dots and **unveiling hidden relationships in vast data oceans**."

Joshua Lee
Police Sergeant, Financial Fraud,
Mesa Arizona Police Department

Outcomes the Mesa PD realized
with Ripcord GenAI solutions

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Accelerated insights
Investigators can more rapidly digest information and find answers.

Saved time and money
Saves the department hours of manual labor for each investigation.

Unlocked new insights
Efficiently connect the dots and uncover hidden relationships in data.

Forced multiplier
Enables the team to tackle more investigations with the same staff.

Determining the right technology for your agency

	Intelligent Document Processing (IDP)	**Generative AI for Documents**
Document Types	Structured and semi-structured documents, relatively consistent formats.	Unstructured and complex documents, varying content structures.
Data Extraction	Efficient data extraction from a high volume of documents.	Understanding documents and the information they contain.
Accuracy	High accuracy is paramount for compliance and agency processes.	Context-aware insights and nuanced comprehension are crucial.
Adaptability	Structured and repetitive tasks, consistency is a priority.	Dynamic document environments, diverse content, changing information needs.

About
Ripcord

Ripcord Key Principles

Our approach is different.

We are **Outcome-Based**

We put our **Customers First**

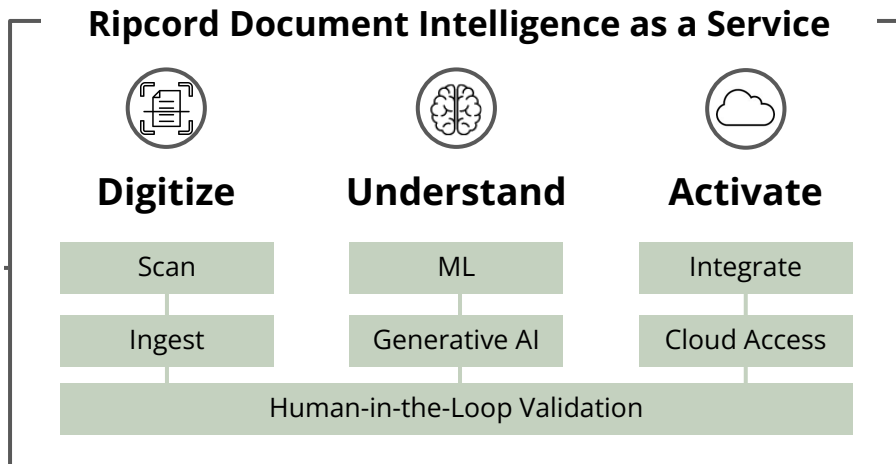We help our customers **Modernize in Place**
- not rip and replace
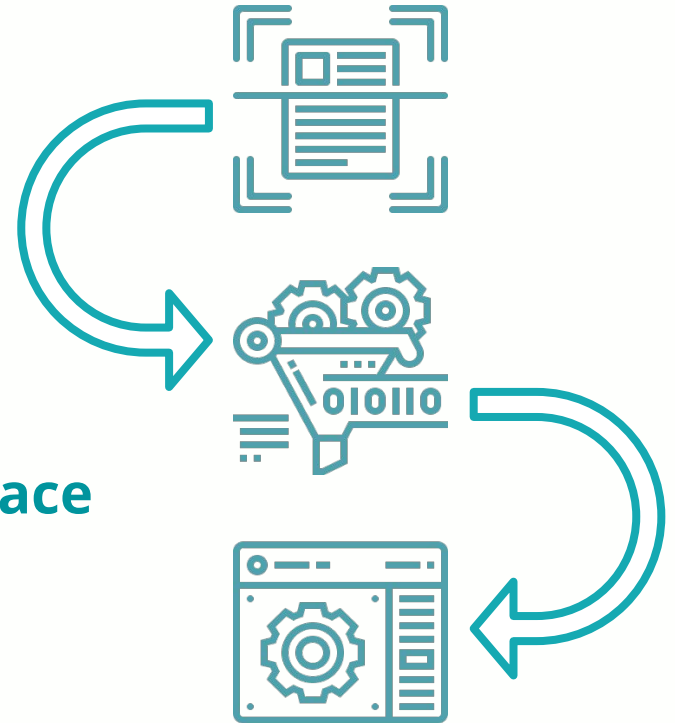
Ripcord delivers meaningful outcomes
with end-to-end solutions

What documents do you have?

Paper and digital
Archived or in process

Ripcord Document Intelligence as a Service

Digitize

| Scan |
| Ingest |

Understand

| ML |
| Generative AI |

Activate

| Integrate |
| Cloud Access |

Human-in-the-Loop Validation

What data do you need?

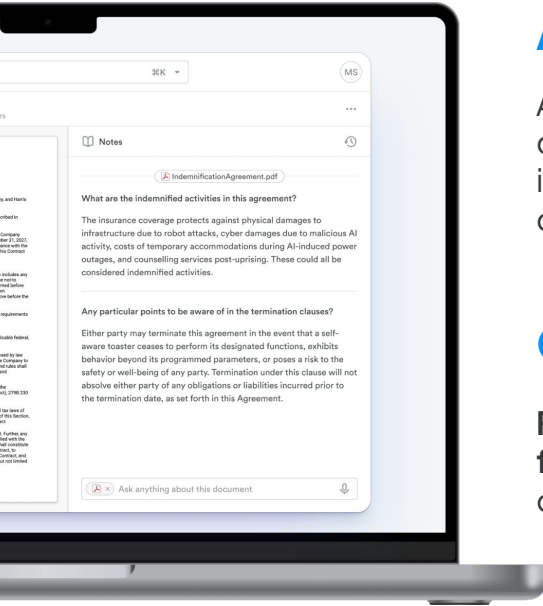Access information
Automate processes

99+% accuracy delivered with an SLA focus

docufai

uses the power of generative AI ✨
to serve up information from documents 🧠
instantly, easily, and securely 🔒

Product Features

Get instant answers from your documents

Ask

Ask **natural language** questions and get instant answers from documents.

Summarize

Auto generated summaries give **immediate overviews** of your content.

Search

Powerful search to **find the documents you need**, fast.

Organize

Folders, collections, and favorites make it easy to organize your content.

Translate

Understand your content instantly, **regardless of the source language**.

Workspaces

Create workspace to **organize your documents and inquiries** by topic or objective.
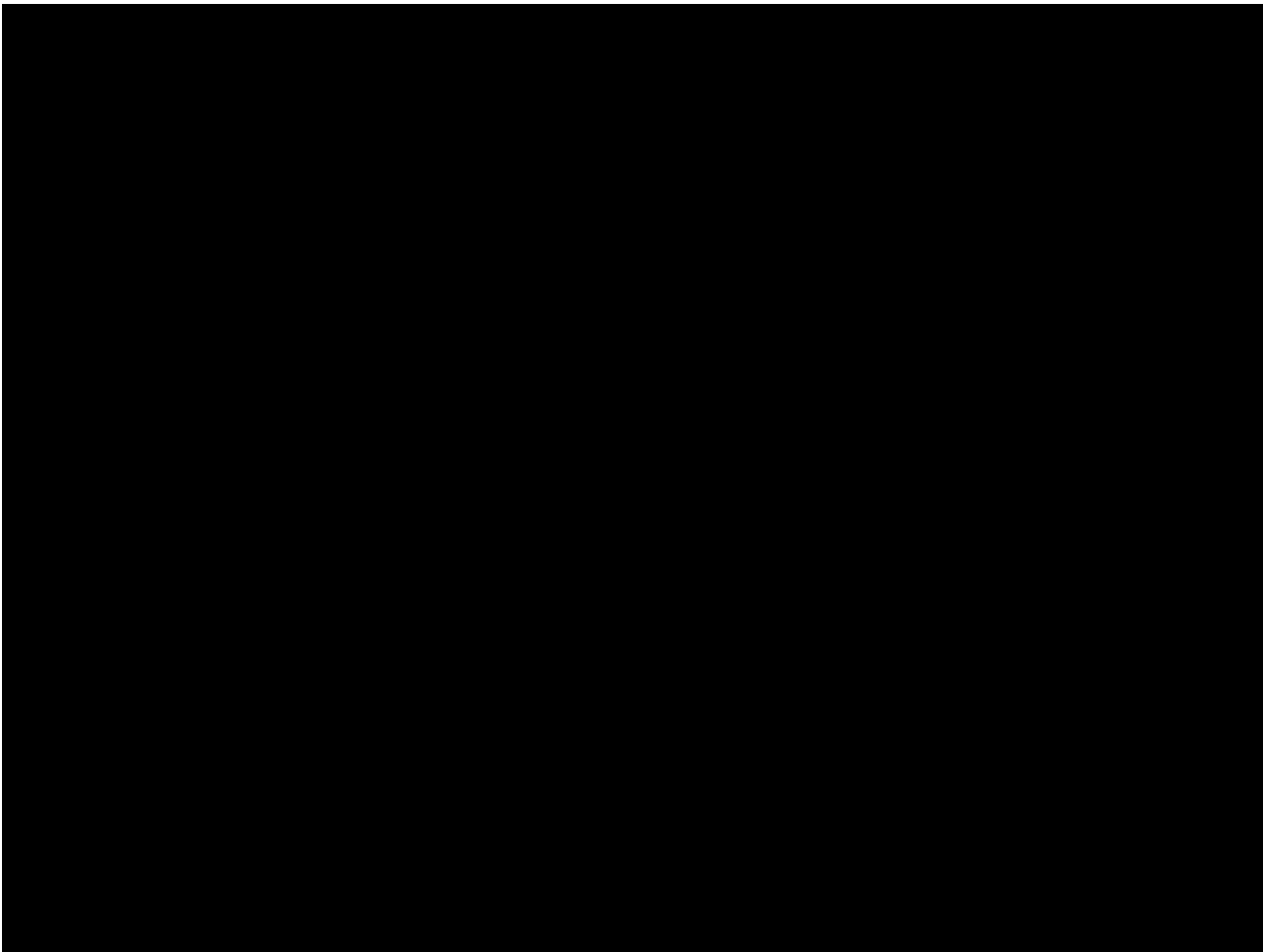
Ripcord can help Public Sector agencies with...

Document management

Application, permit, and license processing

Implementation & migration

Investigations

Service delivery

Data collection & analysis

Inspections & assessments

Questions?

Get in touch!

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Learn more about Ripcord Public Sector Solutions