The Future of Government Records Management

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

FEBRUARY 29, 2024
Meet Your Presenters

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On our lineup for today’s presentation

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

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

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
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

- **Employee identification number (EIN)**
- **Name**
- **Trade name (if any)**

**Address**
- **Number**
- **Street**
- **City**
- **State**
- **ZIP code**

**Report for this Quarter of 2023**

- **Incurred during the quarter**

**Current calendar year and the latest information**

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### Form 709 United States Gift (and Generation-Skipping Transfer) Tax Return

- **Donor’s first name and middle initial**
- **Donor’s last name**
- **Donor’s social security number**
- **Address (number, street, and apartment number)**
- **City or town, state or province, country, and ZIP or foreign postal code**
- **Citizenship (see instructions)**

**Part 1—General Information**

- **Name of consenting spouse**
- **Address of donor (if different from above)**
- **Consent of Spouse. I consent to the gifts (including 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**

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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.
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

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

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

**Increased throughput**
A dramatic increase in overall processing capacity.

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

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

What data do you need?
- Access information
- Automate processes

99+% accuracy delivered with an SLA focus
uses the power of generative AI ✨
to serve up information from documents instantly, easily, and securely 🧠
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?
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Learn more about Ripcord Public Sector Solutions