



## Transforming Document Processing For State & Local Governments

State and local governments handle huge volumes of citizen documents on a daily basis. Documents such as unemployment benefit forms, Health Insurance claims, and identity verification documents vary across constituencies and hold valuable information about citizens. Currently these are processed manually, slowing down benefits & claims rollout and affecting government functioning. Leveraging AI, state and local governments can fastrack day-to-day operations and provide superior citizen experience.

### Introducing QDox For Intelligent Document Processing

QDox is Quantiphi's AI-powered document processing solution accelerator. It is a deep learning-based solution powered by Amazon Web Services that processes documents across thousands of templates and constantly improves with feedback. QDox is suited for widely used government document types such as invoices, receipts, driver's licenses, passports, payslips, tax forms, and many more.

### Key Use Cases



#### Identity Verification

- Extract critical data points from the identity verification documents and create citizen profiles
- Mask personal identifiable information (PII) to adhere to data protection laws
- Welfare claims fraud detection



#### Citizen Benefit Forms Processing

- Draw insights from citizen benefit forms regarding -
  - Citizens served per month
  - Total benefits
  - Allowance rolled out
  - Reduction in queue time

## QDox Core Features



Image extraction from Identity cards for verification



Protect personal data by PII Masking



Classification of Documents based on government stamps & headers



Key-Value Pair Extraction



Table/MultiFormat Text Extraction



Workflow Automation



Customized User Interfaces



Insights & Reports

## Success Story



### Automated Processing & Insights Generation from Citizen Benefits forms

#### About the Customer

- The customer is a State Labour Department with a mandate to ensure fair treatment for its million of wage earners
- The department receives thousands of documents monthly related to citizen unemployment benefits, insurance application claims, and many more

#### Solution

- Deployed QDox to automate the classification of documents and extraction of essential information from different templates
- Developed a UI that allows for human review of the extracted information
- Developed a dashboard using Quicksight to showcase benefits delivered to Citizens
- Provided additional QDox Features such as intelligent search, automated email notifications, etc.

#### Impact

- 80% reduction in pre-processing and review time
- Ensured data security with PII redaction

## Engagement Journey



#### Step 1

Rapid sample document testing (1-2 weeks)



#### Step 2

Setup and implementation



#### Step 3

QDox Production deployment & support



Quantiphi is an award-winning AI-first digital engineering company driven by the desire to reimagine and realize transformational opportunities at the heart of business. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer.

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