Streamlining Manual Processes with the Power of DocAI
Featured Speakers

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PUBLIC SECTOR  

DOCUMENT AI
Quantiphi Introduction

GLOBAL GCP PRESENCE

- **2013** Year of Inception
- ~2100+ Professionals
- 1000+ Projects
- 180+ Global Customers

**Customer Presence**

![Map showing customer presence](image)

**Dense**

**Incubating**

**Sparse**

**Industries**

- Healthcare & Lifesciences
- BFSI
- Manufacturing
- Telecom
- M&E, Gaming
- Digital Natives
- Education / Public Sector

AWARDS AND RECOGNITIONS

- **Frost & Sullivan**
  - North American Competitive Strategy Leadership Award
  - 2021

- **Everest Group**
  - ‘Major Contender’ in AI specialist PEAK Matrix'
  - 2022

- **Forrester**
  - LEADER in Computer Vision
  - 2020

- **Google Cloud**
  - 6x Award Winner
  - 2022

- **US Education**
  - Partner of the Year
  - Public Sector
  - 2020

- **Google Cloud**
  - Breakthrough Partner of the Year
  - 2021
The estimated number of benefit documents each year is staggering. In 2022:

- 21.5M SNAP Households ~ 123.4M documents
- 1.9M TANF Participants ~ 5.7M documents
- 90.5M Medicaid/CHIP Participants ~ 534M documents
- 12.3M Initial Unemployment Claims ~ 78.3M documents

Source: Estimated Number of Documents is 6 per household or participant. Source: Households & Participants: SNAP Data Tables, Medicaid, ACF-TANF, DOL News Release.
## Document Processing Challenges

### Document intake & processing is challenging...

### Obstacles

<table>
<thead>
<tr>
<th>Labor intensive:</th>
<th>Scanning, data entry, matching, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume &amp; Flow:</td>
<td>Applications. Claims, verification documents, received at different times</td>
</tr>
<tr>
<td>Status:</td>
<td>Tracking &amp; status of each document</td>
</tr>
<tr>
<td>Time Sensitive:</td>
<td>Documents impact mandated time frames for benefit processing</td>
</tr>
</tbody>
</table>
WHY DocumentAI?

CUSTOMER PAIN POINTS WITH TRADITIONAL OCR SOLUTIONS

- Manual entry is time consuming
- Huge volume of unprocessed data
- Varying Templates
- Document Complexity
- Inability to Extract Insights

BENEFITS OF USING DOCUMENT AI

- Minimize Time & Effort
- Bulk Data Processing
- Template Free Solution
- Automated Processing
- Insight Generation

How to bridge the gap
DocumentAI CAPABILITIES

- Document Classification
- Entity Extraction
- Search & Retrieve
- Document Summarization
- Knowledge Graph
- Extracting Handwritten Text
- Translation
- De-identification & Redaction

KEY METRICS

- 100+ Doc AI Professionals
- 50+ Doc AI Implementations
- ~$20M+ Annual Cost Savings
- 90% Elimination of Manual Process
- 3M+ Man Hours Saved

Clientele

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GCP DocumentAI ACCELERATORS

- General Parsers
  - OCR
  - Cloud Vision API
  - Form Parser API

- Procurement DocAI
  - Invoice
  - Utility
  - Expense

- Lending DocAI
  - Bank Statement
  - Payslip
  - W2
  - 1040
  - + many more

- Identity DocAI
  - French Driver License
  - French National ID
  - US Driver License
  - US Passport
  - Contract DocAI
  - Contract Parser

- Custom Parsers
  - Custom Document Workbench
  - AutoML Text
  - AutoML Natural Language
  - AutoML Translation

- Additional Technologies
  - Document Splitter
  - Data Loss Prevention
  - Human In The Loop (HITL)
  - Language Translation
  - Healthcare NLP
  - Knowledge Graph

List of processors: [Link]
KEY DIFFERENTIATORS

**TEMPLATE FREE**
Process documents independent of their templates

**SECURITY**
Security and compliance are ensured using Google Cloud Security model

**LOW COST MODEL**
Serverless products and APIs makes it a "pay as you go consumption model"

**NO OPS**
Fully managed, automated, and serverless solution

**TECHNOLOGY LEADERSHIP**
Google is a leader in AI/ML Technology and is investing massively in document AI solutions

**GENERATE INSIGHTS USING AI/ML**
Start of the art AI/ML/NLP models by Google are leveraged to generate insights

**SCALE**
Process of as many documents as you need. No limit
DocumentAI for Government

- Searchable Document Repository
- Capturing & Analyzing Survey Data
- Intent Classification of Emails
- Redaction of Confidential Data
- Automated Claims Processing
- Background and Identity Verification
An intelligent & powerful document warehousing solution with the following features:

- Minimise Time, Effort & Errors
- Elastic + Semantic Search Capabilities
- Bulk Data Handling and Processing
- Automated Processing for Downstream Workflows
- Integrated with best-in-class DocAI for scalable classification & extraction

**Faster Document Retrieval & Processing**
- Improved data extraction & classification accuracy
- Reduction in costs through Automation
- Eliminate Manual Processes

**All in One Solution**
- Pulls out data from multiple structured or unstructured sources quickly
- Real time data analysis and insight generation to respond to business challenges
- Custom reporting and ad hoc analysis to run queries without impacting the performance of operational systems
- Tracking the progress of documents through a workflow pipeline in order to improve operational efficiency
- Incorporating machine learning and AI

**Potential Impacts**
CLAIMS PROCESSING WORKFLOW

Applications, claims & verification docs received

Paper/ Images drop-off, mail, portal, email

Scanned or uploaded the document

Manual

Data entered & indexed to a case

Manual

Caseworker reviews app and/or matches verification documents to case data

Manual

Caseworker contacts applicant if more information is needed

Automated notice

Caseworker approves or rejects documents

Automated notice

DocAI Can Automate These Manual Tasks
APPLICATION PROCESS FLOW

Upload Document -> Classification

Above Threshold

Unclassified status for doc

Below Threshold

HITL Classify manually to unsupported doc type

HITL Classify manually to supported doc type

Manual Classification to unsupported doc type

Extraction

Database
SUPPORTING DOCUMENTS PROCESS FLOW

- **Upload Document**
- **Classification** (below threshold)
- **Extraction**
- **Validation**
- **Matching**
- **Database**

**Below Threshold**
- Unclassified status for doc
- HITL Classify manually to unsupported doc type

**Above Threshold**
- HITL Classify manually to supported doc type

**Manual Classification to unsupported doc type**
A next generation end-to-end document intake & processing solution. Leverage AI and advanced deep-learning neural network algorithms

Google Cloud’s ADP Solution is designed to:

- Automate data extraction, data entry and matching for benefit system documents
- Highly accurate, at scale
- Highly configurable
- Integrates with existing systems