quantiphi
Solving What Matters

QDox
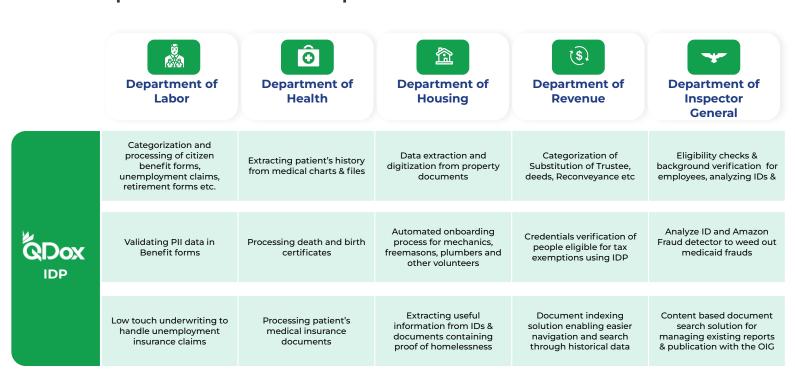## GenAI-Powered Document Processing

Overview

Provincial and Municipal Governments handle huge volumes of constituent 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 constituents. Currently these are processed manually, slowing down benefits & claims rollout and affecting government functioning. Leveraging AI, Provincial and Municipal Government can fastrack day-to-day operations and provide superior constituent experience.

Introducing QDox

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.

Quantiphi Solutions Across Departments of State and Local Governments

	Department of Labor	Department of Health	Department of Housing	Department of Revenue	Department of Inspector General
QDox IDP	Categorization and processing of citizen benefit forms, unemployment claims, retirement forms etc.	Extracting patient's history from medical charts & files	Data extraction and digitization from property documents	Categorization of Substitution of Trustee, deeds, Reconveyance etc	Eligibility checks & background verification for employees, analyzing IDs &
	Validating PII data in Benefit forms	Processing death and birth certificates	Automated onboarding process for mechanics, freemasons, plumbers and other volunteers	Credentials verification of people eligible for tax exemptions using IDP	Analyze ID and Amazon Fraud detector to weed out medicaid frauds
	Low touch underwriting to handle unemployment insurance claims	Processing patient's medical insurance documents	Extracting useful information from IDs & documents containing proof of homelessness	Document indexing solution enabling easier navigation and search through historical data	Content based document search solution for managing existing reports & publication with the OIG

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

Gen AI features

GenAI Conversational Assistant

Streamlining Labor Department Document Processing with QDox

Automated Processing & Insights Generation from Constituent Benefits forms

About the Institution

- 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 constituent 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 show-case benefits delivered to Constituents
- Provided additional QDox Features such as intelli-gent search, automated email notifications, etc.

Business Impact

- Processing over 10,000 citizen benefit forms across 25+ types monthly
- Saving more than 1,600 man-hours
- Processing 85% of submitted documents without human intervention
- Redacting personal identifiable information (PII) to ensure data security

Kickstarting with QDox

Discovery session to understand specific pain points and document types.

Your department shares 1-2 form types (such as Unemployment Claims, Income Tax Forms, Release of Lien, Amendment to Claims, etc.) with ~500 samples each

Quantiphi prepares a customized QDox demo within 2 weeks using the agency's documents in the demo

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