

## Government Program Eligibility powered by InfoCap Content-Enabled Advanced Robotics™



There are multiple business, technology, and societal factors driving changes to the very nature of how work gets done. As organizations evaluate their digital workforce options, it has become clear that the organizations that embrace a holistic approach that takes advantage of the strengths of both human workers and intelligent technologies will be best positioned for lowering costs, reducing risk, and enhancing customer experience.

Business processes consist of many simultaneous, interdependent, and cross-functional tasks. Robotic Process Automation (RPA) is an effective technology that can eliminate or mitigate the manual, repetitive, and low-value tasks embedded within business processes that have burdened human workers for far too long. It is equally important to understand that addressing these everyday tasks alone will not necessarily make a better process. The key is knowing and combining the art and science of when, where, and how to insert discrete moments of automation to construct more effective, efficient, scalable, and customer-centric end-to-end business processes.

### InfoCap Government Program Eligibility Solution Impact

- Enhanced, omni-channel customer experience.
- Reduction or elimination of manual, repetitive tasks enabling knowledge workers to focus on high-value tasks.
- Consistent application and execution of known business rules and the creation of actionable analytics to drive continuous process improvement.
- Improved integration with back-end systems-of-record or other required enterprise applications.

### Program Eligibility Verification Challenges

- Identity (self-association) information incomplete or missing.
- Navigation of multiple systems to confirm consumer identity.
- Limited transparency into process activities and events.
- Manual work allocation and prioritization.
- Knowledge workers not focusing on high value, consumer-centric tasks.
- Non-image integrated case management.
- Poor document image quality.

### At a Glance

“An estimated 80-85 percent of data in the world is unstructured data — and it’s reportedly growing at an astronomical rate.”<sup>1</sup>

“New technologies will dramatically change the nature of work across all industries and occupations.”<sup>2</sup>

“Cutting costs is once again cited as the top initiative by organizations. However, leading organizations will not limit their IA [Intelligent Automation] usage to merely cutting costs. They will also leverage IA to help drive digital transformation efforts that can change their entire operational and business model.”<sup>3</sup>

“When digital transformation is done right, it’s like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar.”<sup>4</sup>

“Transformation isn’t about improving; it’s about re-thinking.”<sup>5</sup>

# InfoCap Networks

The Art & Science of Intelligent Process Automation™

## InfoCap Cognitive Business Process Automation™\* for **Government Program Eligibility**



InfoCap is leading the way in helping Federal and State agencies move towards an intelligent operating environment. While there are many providers in the Robotic Process Automation (RPA) marketplace, successful implementations will require a solution provider that understands the necessity of taking an end-to-end view of the processes targeted for improvement with a particular and exceptional expertise in cognitive document/content capture and automation in order to create a new age of data-driven, cognitive, and agile process execution.

**\*InfoCap Cognitive Business Process Automation™ (CBPA) is a robotic process automation centered optimization strategy and solution design philosophy that enables organizations, through the application of InfoCap's Content-Enabled Advanced Robotics™ (CAR) Digital Workforce platform, to capture and validate data, regardless of source, to intelligently direct the execution of a business process.**

## Enabling Intelligent Automation & Artificial Intelligence

### Cognitive Data / Document Capture

The intelligent capture of information locked inside of forms and documents (unstructured data), which still today represents upwards of eighty (80) percent of business information, is the cornerstone of a successful Intelligent Automation, digital transformation, and process optimization strategy.

### Machine Learning / Robotic Process Automation (RPA) / Business Process Automation (BPA)

Applying Machine Learning techniques to capture the appropriate "seed" data is fundamental to creating an Intelligent Automation and Artificial Intelligence based operating environment. Leveraging this "seed" data with RPA to re-use and re-purpose the data, as needed, across organizational, functional silos is essential for creating a BPA solution that intelligently allocates work, eliminates human repetitive tasks, provides greater insight into work-item status, reduces operational risks and costs, and supports access to work on any device, from anywhere, at any time to deliver exceptional customer experiences.

### The InfoCap Networks Difference

Traditional workflow companies long ago abandoned capture sub-systems to third-party, niche providers. Emerging RPA firms born in the digital age presume most, if not all, data required to execute a business process is structured in nature and are often unfamiliar with the unique challenges associated with the unstructured data found in documents and forms. InfoCap Networks' consultants and engineers have extensive experience and expertise in the data and document capture arena and understand the critical need to properly capture, classify, and securely extract high volumes of document-bound data to create and drive intelligent, dynamically adaptive business processes.

<sup>1</sup> <https://geomarketing.com/geo-101-what-is-unstructured-data>, 11/2017

<sup>2</sup> Klaus Schwab, *The Fourth Industrial Revolution*, 2016

<sup>3</sup> 4Q 2017 KPMG Insights Pulse Survey Report

<sup>4</sup> George Westerman, Principal Research Scientist, MIT Sloan Initiative on the Digital Economy

<sup>5</sup> Malcolm Gladwell



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### InfoCap Solution Value

InfoCap's Cognitive Business Process Automation™ and Content-Enabled Advanced Robotics™ solution capabilities have helped organizations:

- Reduce consumer verification processing time and associated operational costs
- Increase the overall productive capacity of the human workforce - being able to do more with the same or less headcount
- Seamless, effortless, and proven data migration services
- Improve organizational agility, flexibility, and scalability
- Improve work governance through the use of business analytics dashboards - permitting better decision-making to manage financial and operational risk
- Provide better constituent experiences.