AI/ML Industry Solutions to Solve Federal Requirements

OnPoint has been busy investigating ways to move the benefits of Artificial Intelligence and Machine Learning from the commercial sector into the federal workspace. More info here.

OnPoint Consulting Inc., (OnPoint) a leading government IT integrator in Arlington, VA, is expanding its reach in the field of Artificial Intelligence (AI), Machine Learning (ML), and Robotic Process Automation (RPA) emerging technologies.

Federal agencies are awash in data but are frequently unable to access the value of the vast stores of legacy information. With the AI/ML tools and algorithms, data science engineers can identify trends and correlations from disparate sources to highlight unforeseen time and dollar savings, staffing realignments, improved focused training changes, and provide a factual basis for company-wide business process improvements.

AI capabilities, along with Natural Language Processing (NLP), Data Mining, intelligent Optical Character Recognition (OCR), and AI computer vision allow algorithms and robots to read, see, and process more work. Automated process discovery tools then look deeply into the organizational workflow to show what can and should be automated.

These tools and processes are already used in industry to support help desks and customer relationship management by enhancing the customer experience, expediting responses of customer service reps, and improving their ability to respond to customer inquiries. For example, tools are used to develop an understanding from website activity of what customers are looking for and how to direct them more quickly to items they may be interested in. These tools are a proven capability in the commercial business arena and AI/ML tools and processes translate exceptionally well to the federal market.

The use of these emerging technologies would allow the government to extract value from its large data warehouses and AI/ML and RPA investments. This combination of new technologies, and a clear strategy as to how they can help the Federal Government enter a new age of automation is what OnPoint is bringing to our government customers.

The incredible power of AI can be harnessed now in ways to restore customer satisfaction with federal agencies by enhancing customer service, increasing responsiveness, and training customer service representatives. AI tools provide greater efficiency, reduce costs, and minimize resources. The resulting process and operational improvements relevant to federal agencies identify bottlenecks in the office workflow, identify portions of websites and forms that generate the most customer questions, and then make needed changes that enable customers to find for themselves the answer to their most frequent questions.

The results and benefits of these tools, software, and most importantly experienced data scientists has already been demonstrated in the following examples:
- An ML solution that reduced query time of unstructured data from many hours to just seconds.
- The use of NLP on call center and chat bot conversations to improve customer service and operations.
- NLP scanning of inspection reports to extract information, flag issues, and reduce review time by over 90%.
- Case assignment based on complexity of task to appropriate staff skill levels.
- AI algorithms to generate leads based on risk indicators and anomaly detection on suspicious claims that resulted in millions of dollars in savings and cost avoidance.

These examples are from a wide variety of commercial retail, medical, and shipping firms but these tools can easily be used in the federal workspace as well. The tools are agnostic as far as legacy platforms go and will perform well on a variety of existing infrastructures to generate similar savings in government agencies. Agencies are not required to fit their requirement to the model. Instead, with the inherent flexibility of the various software tools and processes, agencies can choose the "best" performing models for a given situation.

The Internal Revenue Service (IRS) and the Enterprise Digitalization and Case Management office (EDCMO) is already on the cutting edge of this technology. This office's mission is to spearhead IRS efforts to empower taxpayers and IRS employees to rapidly resolve issues in a simplified digital environment. The IRS has multiple legacy systems, and the digitalization of processes and paper-based data is an integral part of improving overall case management and the mission of the agency. The OnPoint team performed a review of the IRS Strategic Goals to see how they align to AI/ML and RPA use cases and was able to recommend numerous possible project ideas that were specific matches to agency strategic goals.

The next step in using AI/ML and RPA tools to automate processes is to take it to another level called hyperautomation. Hyperautomation integrates tools and technologies that amplify the ability to automate work combining RPA processes and tools with AI, data mining, analytics, deep learning models, and other advanced tools.   The goal is to improve and streamline processes to run without human intervention. The benefit is to unburden your employees from the boring, repetitive time-consuming tasks and allow them to focus on more qualitative, customer centered activities.

The amazing possibilities provided by AI/ML and RPA are here to stay and are available now to help all federal agencies improve their mission capabilities and better serve their customers.

About OnPoint

OnPoint Consulting, Inc. (OnPoint) delivers secure IT infrastructure, enterprise systems, cybersecurity, strategic and digital communications, and program management solutions for the Federal Government. Our specialized strategy, cyber and technology capabilities are changing the way our clients improve their performance, effectively deliver results and manage risk. OnPoint holds ISO 9001:2015, ISO 2000:2018, ISO 27001:2013 certifications, CMMI Maturity Level 3 rating and CMMC certification preparations. OnPoint is a part of the Publicis Sapient platform, with access to industry leading AI/ML and RPA tools, technologies, and teams. Contact us at innovation@onpointcorp.com or visit onpointcorp.com to learn more about us and our services.