

Intelligently Turning Data into Value for Federal Enterprises

Federal agencies are inundated with documents and other sources of valuable, disparate data that they cannot exploit without significant investments in manual data entry. Instabase solves that problem.



Federal agencies understand that becoming more data-driven and digital in their day-to-day operations will bring them greater efficiencies, faster processes, improved customer experiences, and better mission and business outcomes.

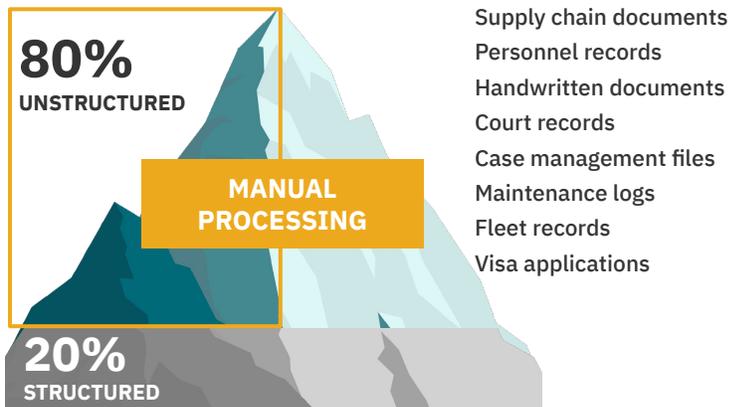
But as agencies strive to become more data-driven and digital, many encounter a significant obstacle: accessing and leveraging the vast stores of data in their possession. Most of this data resides in formats not easily mined or accessed by today's information systems — formats such as paper documents, machine logs, handwritten notes, PDFs, Word documents, PowerPoint slide decks, and data tables, to name a few.

The data in these formats is known as **unstructured data**. In most cases, this data goes unused because it is too time-consuming to make it usable for the enterprise.

When an agency decides that certain unstructured data is too necessary to neglect, it will typically assign employees or contractors to do the time-consuming, tedious work of entering the needed information by hand to use it more meaningfully. This approach slows down countless federal programs and operations, burdens staff, and cannot leverage unstructured data quickly and at scale. This approach also runs counter to the **Federal Data Strategy** that aims to unlock the strategic value of data in the government's possession.

This problem presents itself in countless use cases. For example:

Electronic records: Every federal agency must transition all records and documents — both temporary and permanent — into a digital format for archiving purposes. This requirement, embodied in the [2019 joint Office of Management and](#)



[Budget/National Archives and Records Administration memo M-19-21](#), states that **“after December 31, 2022, NARA will no longer accept new transfers of permanent or temporary analog records to the fullest extent possible.”** Some agencies are struggling with this directive. But what if everything in an analog format that needs to be archived could be quickly and economically transitioned to an electronic format? **Citizen experience.** Federal agencies are asked to improve the customer service experiences they deliver to citizens. Much of the information agencies collect about their constituents and customers is in paper documents, emails, SMS texts, contact center logs, case management files, perhaps even social media posts. What if that information could be easily ingested and used to compile a fuller, more accurate understanding of each person so citizen services could be more personalized and responsive to an individual’s needs?

Just imagine the value to your organization if your agency could quickly and accurately extract and use data from:

Tax forms	Driver’s licenses	Loan applications	Supply chain documents
Receipts	Emails	Corporate records	Photos and videos
Invoices	Handwritten documents	Personnel records	Handwritten texts
Purchase orders	Certificates	Court records	Case management files
Visa applications	Maintenance logs	Financial transactions	Social media posts
Passports	Fleet records	Health records	and more

Technology solutions exist to address this problem, but most are limited in one way or another. Some can digitize documents in analog formats, for example, but they cannot do anything with the data once it is digitized to bring the data’s value to the enterprise. Others lack the versatility to leverage data from various documents and formats — they may work well for specific applications but poorly for others.

Another limitation is that many solutions use proprietary technologies and architectures, which means they cannot be quickly or cheaply upgraded or enhanced with new capabilities that emerge in the marketplace. This approach leads to “vendor lock-in,” in which an agency — to upgrade a solution or add more functionality — must do so through that solution vendor, which can be expensive if not impossible.



Instabase: Dramatically advancing the frontier of document understanding

The good news is that modern technologies — such as automation and deep learning artificial intelligence — now enable large enterprises to economically find and leverage the data embedded in these various documents and data sources with high accuracy.

Instabase is an automation software platform that employs deep learning to quickly and economically digitize and leverage the valuable data embedded in your agency’s

unstructured documents. Instabase not only digitizes your unstructured data with speed and high accuracy, it also enriches, processes, and circulates that data where it is needed to leverage that data's value for the agency enterprise immediately.

Using the Instabase platform, agencies can quickly build customizable apps for automating different parts of their business. For example, a federal loan agency can quickly create an app that automatically verifies customer income in a fraction of a second. This can be done by combing through documents such as camera pictures or scans of pay stubs, tax documents, bank statements, and other similar documents submitted by the customer.

The platform comes equipped with tools for reading documents, data extraction and classification, natural language processing (NLP), and optical character recognition (OCR). As a result, the platform is versatile and applicable to many federal use cases.

Only Instabase combines these three critical pillars into an enterprise-grade solution for leveraging unstructured data:

High accuracy: By combining Instabase's deep learning algorithms with those available on the market, Instabase requires far fewer training samples to hit the ground running and begin understanding and digitizing paper records. In addition, Instabase works across a wide array of highly variable documents and data sources. And because Instabase can incorporate any new deep learning algorithms that emerge in the marketplace in the future, it is capable of continuous innovation to keep pace with the state of technology.

Infinitely modular: Agencies can mix and match low-code and pro-code capabilities tailored to the job. Moreover, anyone can quickly build custom solutions for specific use cases and work streams across the enterprise, reducing time-to-value from months to days.

Highly scalable: Anyone across the agency enterprise or even across agencies can share and reuse solutions and solution components for prevalent use cases. For example, suppose a division within an agency sets up a workflow to digitize data from, say, paper SF-86 forms. In that case, other divisions within that agency or other agencies can similarly use that established workflow to digitize SF-86 data.

Instabase does the work from the ground up: access and understands highly variable documents, intelligently extract needed data from them, and enrich and circulate that data where the enterprise can use it.

Instabase is a modern, highly intelligent document processing solution that is:



Smart enough to understand what it is processing



Accurate enough to trust for federal operations and missions



Fast and scalable enough to manage large federal workloads



Versatile enough to process many types and classes of unstructured data



Powerful enough to not only translate and capture unstructured data, but also to immediately realize value from that data



Secure enough to manage highly sensitive data

Common federal use cases:

- NARA's M-19-21 mandate
- Financial statement digitization
- Health records digitization
- Personnel records digitization
- Fleet management operations
- Facilities management operations
- Case management
- Supply chain reconciliation
- Employee vetting
- Grants management
- Citizen experience (CX)
- Claims management
- Fraud detection
- Employee onboarding
- Maintenance operations
- Accounts payable

To learn more about how Instabase can help your agency accelerate its programs and missions or to schedule a demo, contact federal-info@instabase.com.



Our Differentiators

Immediate value from your data

Open APIs enable easy integration into existing systems to enrich and employ unstructured data in daily operations

Future-proof accuracy

An open architecture enables continuous innovation and best-of-breed capabilities for OCR, NLP (73+ languages), deep learning algorithms, and more

Extreme versatility (via deep learning)

Open APIs enable easy integration into existing systems to enrich and employ unstructured data in daily operations

An end-to-end solution

A highly modular architecture enables customizable assemblies of capabilities to find, understand, break up, classify, extract, validate, digitize, enrich, and circulate data to where it is needed

Easy to use

Low-code/pro-code drag-and-drop building blocks are tailored for technical and non-technical users alike, enabling anyone to build an app

High scalability

Solutions built to automate data workflows can be immediately reused across an agency enterprise or even across agencies. Pre-built apps within the platform can be reused so there is no need to do the same work twice to process the same type of document

The value that Instabase delivers to federal agencies

With Instabase, federal agencies can easily and quickly unlock and exploit vast amounts of data that otherwise would be entombed in formats difficult and time-consuming to work with as an end-user. This capability presents many benefits to any federal agency:

- Faster time-to-mission-value for your vast stores of unstructured data
- A more data-driven enterprise
- Improved citizen experience
- Fewer errors, more accuracy in extracted data
- Staff, freed up from menial data entry work, can now focus on more critical tasks
- Cost avoidance due to less time effort on correcting errors in the data and faster processes

About Instabase

Instabase Inc. has built the first Automation Platform for Unstructured Data, enabling federal & commercial organizations to drive transformation across manual processes by unlocking unstructured data with deep learning. The Instabase platform helps institutions transform unstructured data into structured data so that processes, such as client onboarding and mortgage processing, can be automated end-to-end. Today, Instabase is helping the world's largest organizations like USPTO, Standard Chartered, and AXA automate their most complex business processes by extracting and understanding the unstructured data that underpins those. The business is backed by leading investors, such as Greylock Partners, NEA, Andreessen Horowitz, Index Ventures, Spark Capital, Tribe Capital, Original Capital, SC Ventures, and Glynn Capital.

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