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**Acumen Solutions**, a Salesforce company, is eager to participate in the NexGen FOIA Tech Showcase. Technology has rapidly advanced to meet FOIA management’s unique needs and with the sunset of FOIAOnline, the government has an opportunity in time to drastically improve the experience for FOIA professionals and requestors.

**Our FOIA Path.** In 2012, we were engaged by the General Services Administration (GSA) to lead their “Drive To The Cloud” to consolidate and replatform thousands of legacy LotusNotes applications onto Salesforce. In that process, we interviewed dozens of GSA executives and found their most common pain point was managing Controlled Correspondence (FOIA requests, policy documents, letters to the public, and other official documents).

To meet this need, we built Correspondence Management by Acumen Solutions (CMAS™) on Salesforce that has since been leveraged by GSA, U.S. Department of Health and Human Services, U.S. Department of Homeland Security, U.S. Department of Veterans Affairs, and federal executive agencies to manage controlled correspondence, inclusive of FOIA requests.

- **We’re Future-Proof.** Innovation is embedded into solution as it is built on Salesforce, the world’s #1 Customer Relationship Management (CRM) platform. Unlike many single-use case FOIA products on the market today, our solution gives FOIA professionals access to the most advanced technologies to manage cases, report, and collaborate while creating user-friendly environments for requestors. It updates automatically 3x a year.
- **We Remove Siloes.** Since most agencies use Salesforce today, it is easy to add our application to existing Salesforce environments. Our solution can integrate with third-party systems/repositories, enabling centralized and decentralized FOIA programs.
- **We’re Secure, Compliant, & Trusted.** Salesforce was the first FedRAMPed cloud-platform and leads the industry in providing secure cloud-based access. The system can also leverage AI to protect the government from potentially releasing confidential information.

## Response to RFI Questions

**1. eDiscovery/electronic Record Search Tools** Salesforce is a cloud-based platform and has the ability to integrate with existing repositories. Users can search from Salesforce to find documents and records in other connected systems; if a user has access to a record or document, it will return via Salesforce’s Global Search.

**2. Case Processing Tools** Our system originated as a Case Processing Tool, as Salesforce is used by most federal agencies to manage all types of Cases. Users have the ability to:

- Access via the internet (cloud-based)
- Search all fields & documents
- Intake/respond on any channel
- Automatically assign to person/group
- Capture entire lifecycle
- Extend to all case types (not just FOIA)
- Send notifications/tasks (auto or manual)
- Elegant email/document templates
- Integrate with 3rd party tools
- Approve via workflows
- Capture document versions
- User-friendly reports & dashboards
- Redact documents

**3. Redaction Tools** FOIA professionals can elect to leverage our in-system redaction capabilities. Users can permanently remove sensitive information from documents while saving the original version. Automated redaction workflows can search and anonymize confidential information.

**4. Artificial Intelligence (AI) Tools** Salesforce has AI embedded into the platform. FOIA professionals can elect to leverage this feature to respond to requests more quickly and accurately. Responses could be recommended based upon the type of requestor and past interactions. AI could be used to identify potential “FOIA” -able, harmful and outdated language, as well as flag responses with confidential information. AI could recommend reading room content and estimate time-frame/cost.

**5. The Future of FOIA** Technology and cross-government collaboration will help FOIA professionals do more with less. New platforms, AI, government data sharing, and collaboration will transform the existing process into an intuitive experience where information is pushed, not pulled - ultimately reducing the need to submit a FOIA request. The enterprise platform allows executives to stay informed on FOIA while also conducting other business; this also provides redundancy during high staff turnover.

**6. Improved Public FOIA Reading Rooms/Websites** Requestors can leverage guided discovery to identify available documents. Videos should be used to explain processes. AI should be used to see what type of information requestors often search in FOIA to shape what is available in the reading room.

**7. Improving the FOIA Customer Experience (CX)** The government should leverage the U.S. Digital Services/18F’s CX best practices: build journeys, personas, use plain language, deliver via agile, etc. AI can suggest content and predict time-frame/cost. The requestor should be able to make a request in systems used for a similar types of support (i.e. USCIS FOIA requests available in myUSCIS).