RFI Response: NexGen FOIA Tech Showcase, Day1, Topic4
Submitted by: Garrett Meador, Director at Hyperscience
Contact: garrett.meador@hyperscience.com, 317.385.5950

About Hyperscience

Hyperscience is an artificial intelligence and machine learning automation platform that helps organizations and public sector entities worldwide automate a variety of business processes. Our mission statement as a company is, "to connect human and artificial intelligence to solve tomorrow's automation challenges today, creating better outcomes for customers, companies, and the world." The core component to our technology is machine learning, and every capability provided is built on top of our machine learning models.

The FOIA Data Problem

Every day, public sector organizations must efficiently and effectively process millions of forms, applications and images to meet the needs of mission-critical workflows, supporting both warfighter and citizen-facing applications. In the case of FOIA requests, the data input comes in a wide variety of formats, oftentimes with poor readability (e.g. messy handwriting, fax marks, low resolution) and high variability, and inconsistent data structure, making it nearly impossible to reliably and efficiently process and extract data for downstream usage.

Some agencies attempt to fix these problems by patching together various legacy systems to index and transcribe the documents and specific data sources. Even with investment, these systems struggle to support unexpected surges in volume, or changing regulatory conditions. These outdated, manual workflows and legacy approaches are contributing to a massive data backlog and leading to an information bottleneck that affects all downstream processes.The result is strained systems, overworked employees and frustrated citizens who are left waiting for answers.

How Hyperscience AI and ML technology can Support FOIA Case Processing

Hyperscience provides an automation platform to streamline the processing of information while ensuring the highest level of data accuracy can be met. One of the capabilities that we provide is our Intelligent Document Processing Solutioning built on top of ML models to provide the following core capabilities:

Classification: *Automatically classify and separate incoming documents and data sources into appropriate document and data types given user-defined taxonomies.*

Collation: *Group and order document packets, keeping shared context across separatedocuments within a transaction, to facilitate further processing or storage.*

Deduplication: *Find duplicate pages among a document submission.*

Extraction: *Handwritten, cursive and machine-printed text is transcribed and structured into JSON format.*

Redaction: *Automatically redact specific data off of structured, semi-structured, and unstructured documents*

Decisioning & Data Enrichment: *Imbed custom flows into a business process to further enhance the data and provide more value for the end user*

Deployment Model

Hyperscience deploys on-premise in your private Cloud or physical servers, ensuring complete control over data. The application operates with standard ports and protocols, maintaining compliance, and utilizes baselined Linux VM images, enforcing existing security posture. At this time, Hyperscience is offered exclusively as a software bundle to be installed on-premises in your datacenter or Cloud infrastructure, and is not available as a hosted Cloud capability. ThereforeFedRAMP certification does not apply to Hyperscience. In addition, Hyperscience releases software updates using an Agile Methodology and ships the latest version (including relevant patches) at the time of engagement

Examples and additional Qualifications

Hyperscience, founded in 2014, started a public sector practice in 2019 and has production use cases across multiple cabinet level agencies as well as numerous State and Local entities. Hyperscience customers have experienced an increased processing time up to 5x faster with a 67% reduction in error rates along with a 90% reduction in total cost. Hyperscience has won numerous awards and has recently been recognized as one America's most prominent Artificial Intelligence companies to watch.*