

RFI Response: NextGen FOIA Tech Showcase, Day1, topic4

Pulse Labs is a Google and Amazon funded enterprise audio/video data management platform specializing in applying state-of-the-art AI capabilities to video and audio processing. We provide an enterprise AI platform that's leveraged by customers across big tech, automotive, healthcare, and media. Our secure privacy-first platform enables customized workflows for operations teams that process video and audio data at scale - saving time and money while delivering a superior experience to information providers and consumers.

The platform incorporates AI-based tools throughout its features, using AI to assist with search, exploration, redaction, and data management. These AI-based tools include:

AI-based search, filter, and redaction

The Pulse Labs platform makes it easy to search through hundreds of thousands of hours of audio/video data based on time, spoken word, voice, facial recognition, or human activity detection. These AI-based tools allow customers to quickly locate and examine data that is of interest and responsive to requests. The platform also provides tools to quickly and easily redact names, voices, faces, and other PII, allowing privacy to be maintained within data that is released.

Data Management

Pulse Labs provides a complete, secure platform for rapidly and efficiently storing, managing, retrieving, and archiving video and audio data. All data is stored securely in storage optimized for the frequency and extent to which it is accessed. AI models tuned for every customer, balance fast access and retrieval with the cost of data storage - saving money without costing time. The platform integrates with all major cloud providers and with on-premise solutions.

In addition to these AI-based solutions, Pulse Labs also provides:

Security

All access to the platform is managed through a best-in-class permissioning system that manages access for every user and logs every action a user performs. This facilitates the recreation of any user interaction, providing managers and administrators the ability to quickly audit any system, determine group usage patterns and trends, or review the performance of any individual employee.

Team Collaboration

Audio/video clips can be reviewed collaboratively on the platform, with easy sharing among appropriately permissioned users, and tools for marking and annotating segments. Users can leave notes corresponding to specific times in audio/video segments, or at specific locations on a video screen. These notes are tracked by their author, and can be used to tag or share with other authorized users.

Management Reporting and Analytics

The platform provides interactive reporting and analytics on data access, work in queues, billing, and team performance; allowing managers and administrators to monitor and track the efficiency of their workflows - surfacing opportunities for improvement and enabling the tracking of improvements over time.

Workflow Automation

While all our customers have similar fundamental use cases, every organization and workflow is different, and Pulse Labs provides customized permission support and workflow automation for each one. The end state is that every user within an organization has the correct access to features and data for their role, and all tasks can be created, assigned, tracked, completed, and archived within the platform, providing an end-to-end solution for both information providers and consumers.

End-Consumer Experience

The Pulse Labs platform integrates a consumer-facing portal with its tools for storage, search, retrieval, review, and redaction, providing an easy and secure way for data consumers to make requests for data, receive updates on their requests, and seamlessly access their appropriately redacted data when it becomes available.

Customer Service and Support

Pulse Labs customer support is available 24 hours a day to answer any questions our customers may have, and to handle any issue they encounter. Onboarding and training, either in person or remote, is provided to all new customers, and is offered on an ongoing basis to existing customers as they add new users and expand their use cases.

Pulse Labs is excited by the opportunity to support and enable better and more efficient processing of the next generation of FOIA requests, and looks forward to further discussions on potential engagements.

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