

Intelligent Automation for Accelerated, Lower-cost Immigration Processing Operations



The U.S. Citizenship and Immigration Services (USCIS) receives millions of applications, petitions, and requests for benefits each year. These include forms for naturalizations, employment authorizations, permanent residencies, family immigrations, nonimmigrant worker authorizations, humanitarian-based immigrations, asylums, and more.

The sheer volume and complexity of these cases — coupled with recent hiring freezes, fiscal constraints, and the impact of the pandemic — have contributed to significant backlogs and processing times that often exceed a year, and in some cases far longer. Consequently, USCIS is under pressure from Congress and the White House to reduce its backlogs, deliver faster services, and reduce overtime expenses.

THE CHALLENGE OF AUTOMATION

Automation can help, but immigration processing operations have been stubbornly difficult to automate in the past because the data sources required are *highly varied* and typically *unstructured* (e.g. not stored in a structured database format, such as a spreadsheet, that is easy to process) or *semi-structured* (e.g. data fields can be located in different places of a form). Examples of such documents include passports, resumes, government forms, checks, explanatory letters, bank statements, paystubs, charts and tables within a document, emails, post-it notes, and more.

Today, however — due to the advanced state of deep learning artificial intelligence (AI) algorithms — there is an intelligent, reliable automation platform capable of accurately processing the wide variety of unstructured and semi-structured data and documents that USCIS works with.

INSTABASE: Modern, Dependable Automation for Immigration Processing Operations

Instabase is advancing the frontier of document understanding for government and commercial institutions with our hyper-automation software platform. Our highly versatile deep learning platform enables large federal enterprises to economically automate many time-consuming, labor-intensive aspects of their case processing operations — such as validating submissions and extracting needed data from unstructured documents — with high accuracy.

Importantly, Instabase not only digitizes unstructured data quickly and accurately, it also classifies, extracts, validates, enriches, and then circulates that data where it is needed to immediately leverage that data's value for the agency enterprise.

How Instabase can Accelerate USCIS Operations and Reduce Costs

Immigration processing operations are highly varied — involving more than 150 different types of structured and semi-structured forms — and require complex and widely varying workflows. In most cases, they are highly manual and time-consuming. Correspondence that is mailed, faxed, or emailed must be opened and any enclosed documents are reviewed and validated to ensure they contain the needed information. Once validated, the critical information in those documents is then extracted and scanned into a system and sent to processing centers for further action, and payments, if any, must be processed.

Using the Instabase platform, USCIS Service Centers can quickly build customizable apps for automating various portions of these business workflows, including pre-processing, documents classification, data capture, validation, and data storage and presentation. For example, with Instabase, Service Center staff can easily create instantly scalable solutions that automatically check that certain data fields of a form are properly filled out, that the form submitted is the correct version, that needed signatures are included, that certain supporting documents are provided, or that a check for a certain amount is provided.

Typically, these tasks are done manually and take several minutes or more per submission. When multiplied by many thousands or millions of submissions, those manual tasks add up to significant amounts of staff time.

Instabase performs these validation checks instantaneously with high accuracy by employing a suite of technologies and capabilities, including optical character recognition (OCR), deep learning algorithms, logical rules, APIs, and more. These capabilities classify highly variable documents accurately and cognitively understand those documents in their different parts in the same way that a human would.

In addition to being able to accelerate USCIS Service Center immigration operations, Instabase is also the ideal automation platform for the following specific use cases:

- *Premium Processing*
- *Specialty Intake Unit (SIU) operations*
- *Lockbox operations*
- *FOIA processing*

WHAT MAKES INSTABASE DIFFERENT

When it comes to intelligently understanding complex documents and the unstructured data they contain, there is no one-size-fits-all approach — that's why many of today's 'general purpose' automation approaches fail. Instabase is different from other document processing solutions because it takes the best technologies available for accomplishing specific tasks and allows them to be easily mixed and matched as building blocks to automate countless end-to-end workflows.

The Instabase Value for USCIS

With Instabase, USCIS 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. This presents many benefits:

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

To learn more about how Instabase can accelerate and lower costs for immigration processing operations, contact [Erin Hawley](#), Vice President, Federal, Instabase.



Instabase Federal | 1775 Tysons Blvd. Suite 500, Tysons, VA 22102

instabase.com

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