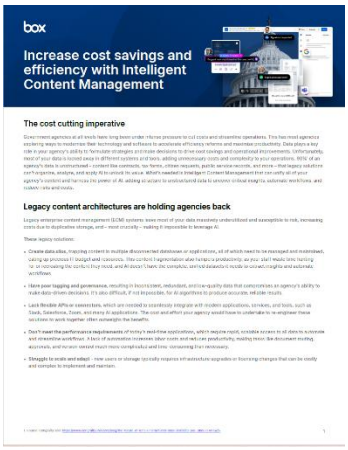

Increase Cost Savings and Efficiency with Intelligent Content Management

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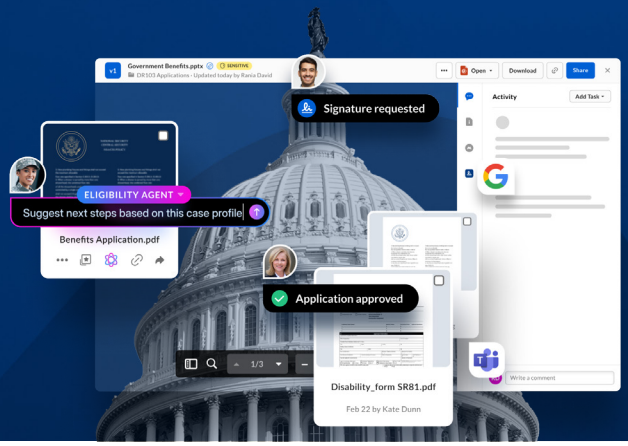
Increase cost savings and efficiency with Intelligent Content Management



The cost cutting imperative

Government agencies at all levels have long been under intense pressure to cut costs and streamline operations. This has most agencies exploring ways to modernize their technology and software to accelerate efficiency reforms and maximize productivity. Data plays a key role in your agency's ability to formulate strategies and make decisions to drive cost savings and operational improvements. Unfortunately, most of your data is locked away in different systems and tools, adding unnecessary costs and complexity to your operations. 90%[1] of an agency's data is unstructured – content like contracts, tax forms, citizen requests, public service records, and more – that legacy solutions can't organize, analyze, and apply AI to unlock its value. What's needed is Intelligent Content Management that can unify all of your agency's content and harness the power of AI, adding structure to unstructured data to uncover critical insights, automate workflows, and reduce risks and costs.

Legacy content architectures are holding agencies back

Legacy enterprise content management (ECM) systems leave most of your data massively underutilized and susceptible to risk, increasing costs due to duplicative storage, and – most crucially – making it impossible to leverage AI.

These legacy solutions:

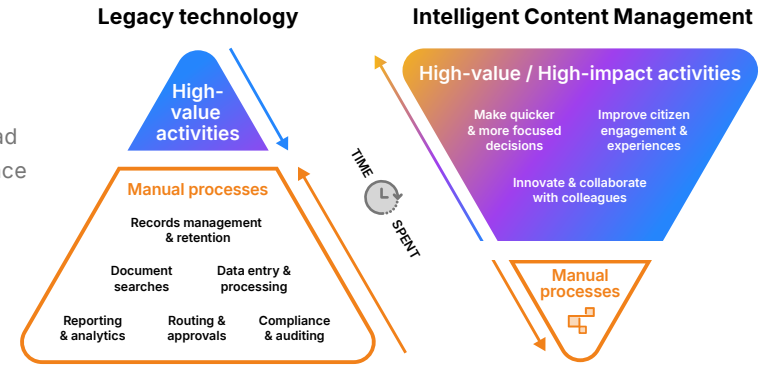
- **Create data silos**, trapping content in multiple disconnected databases or applications, all of which need to be managed and maintained, eating up precious IT budget and resources. This content fragmentation also hampers productivity, as your staff waste time hunting for or recreating the content they need, and AI doesn't have the complete, unified datasets it needs to extract insights and automate workflows.
- **Have poor tagging and governance**, resulting in inconsistent, redundant, and low-quality data that compromises an agency's ability to make data-driven decisions. It's also difficult, if not impossible, for AI algorithms to produce accurate, reliable results.
- **Lack flexible APIs or connectors**, which are needed to seamlessly integrate with modern applications, services, and tools, such as Slack, Salesforce, Zoom, and many AI applications. The cost and effort your agency would have to undertake to re-engineer these solutions to work together often outweighs the benefits.
- **Don't meet the performance requirements** of today's real-time applications, which require rapid, scalable access to all data to automate and streamline workflows. A lack of automation increases labor costs and reduces productivity, making tasks like document routing, approvals, and version control much more complicated and time-consuming than necessary.
- **Struggle to scale and adapt** – new users or storage typically requires infrastructure upgrades or licensing changes that can be costly and complex to implement and maintain.

1. Source: Congruity 360: https://www.congruity360.com/blog/the-future-of-data-unstructured-data-statistics-you-should-know/>

Content + AI is driving a paradigm shift

A modern content architecture that integrates Content + AI is necessary for your agency to access all your content and maximize the benefits of AI. This is what Intelligent Content Management gives you — finally, with Box, your agency can use AI to derive insights from all your files, leverage agents to automate and execute complex business processes, intelligently classify and protect data, and so much more.

Legacy technology is highly fragmented with high overhead due to the ongoing maintenance of on-premises systems, servers, and hardware, and costly licensing models.



A modern content architecture is built for the AI-first future with a single, secure platform to intelligently manage, protect, and optimize your content.

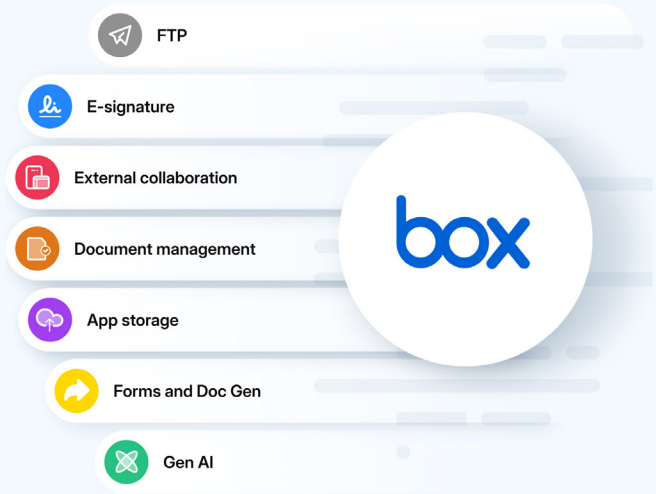
Solving challenges with Intelligent Content Management from Box

Your agency can use Intelligent Content Management from Box to streamline your workflows and improve your operations to meet internal and citizen expectations. You can cut costs with Box's FedRAMP High authorized platform, which combines Content + AI to break down your data silos and give you smarter, more intuitive content access and management to drive better decisions.

Box's flexible, interoperable platform enables you to use the best AI model for your agency, leverage APIs to extend the power of your technology investments, and maintain a single source of truth across your organization to unlock the value within your content. You can ask questions of all your data, extract insights, and automate content workflows with customizable AI agents to drive cost reductions and operational efficiencies that meet your objectives.

Reduce costs with a flexible, interoperable platform

Gain a secure, single source of truth you can use to simplify workflows, improve efficiencies, and lower operational costs. You can consolidate data storage investments to eliminate waste, reduce inefficiencies, and invest in opportunities to drive innovation. As a unified cloud-based solution, you don't have to worry about managing the equipment of multiple, physical solutions – automatic platform updates keep the solution current and further reduce your maintenance costs. With Box, your agency can:



- **Avoid infrastructure costs and IT maintenance** for multiple solutions, as well as the depreciation for any physical equipment purchased – this means you can reallocate IT budget to higher-value tasks.
- **Automate ongoing support**, including security patches, compliance updates, and maintenance, to eliminate costly manual upkeep – new instances of Box can be implemented in days rather than months, further enhancing cost savings by reducing the overhead associated with technology implementation.
- **Demonstrate fiscal accountability** with Box's unlimited external sharing, storage, signatures, and end-user AI, so you can send as many documents for signature or upload as much content as needed, without worrying about hitting storage limits or exceeding your budget.
- **Extract more value from your existing technology investments** by using more than 1,500 integrations to seamlessly share data and functionality across your applications, including Microsoft 365 and Teams, Salesforce, ServiceNow, Slack, and Google Workspace. This eliminates data silos, simplifies workflows, and increases productivity, plus it enables you to avoid expenses associated with building custom integrations.
- **Use APIs and developer tools** to easily implement custom solutions to build solutions for your specific content-focused experiences and use cases.

Unlimited e-signatures included with Box facilitate secure CAC/PIV smart card digital e-signature integration —**cutting costs by up to 85%** compared to tools like DocuSign.

Enable modern mission-critical workflows and collaboration

Eliminate application and data silos, giving your teams one place to edit, review, and share files to boost collaboration and productivity. A simple, intuitive user experience makes it easy for agency employees to work with both internal and external users and organizations – no more siloed, disconnected work. With Box, your agency can:

- **Create automated workflows** for public records requests, file sharing, document workflows, and much more that eliminate the need for manual processes, saving significant agency time and resources.
- **Leverage an intuitive drag-and-drop** no-code form builder to quickly create and publish custom web and mobile forms that facilitate information collection and communication with employees, customers, and partners.
- **Accelerate document creation** and reduce the risk of manual errors with tools that automatically populates template fields with real data.
- **Build intelligent applications**, such as custom dashboards and content workflows to manage content-focused processes, such as document review and contract management.

Provide advanced data protection and compliance

As a trusted, enterprise-grade AI vendor, Box automates compliance enforcement, provides robust security measures, and simplifies governance to effectively address the risks your agency is facing. Box adheres to rigorous security standards and complies with multiple federal programs, such as FedRAMP High, ITAR, HIPAA, IL-4, among others, to keep your sensitive information private and secure. These robust security standards help you improve the efficiency of your agency's operations and streamline your compliance. They also help prevent breaches, reducing costly remediation efforts, legal fees, fines, and reputational damages associated with security incidents. With Box, your agency can:

- **Safely store, manage, and share confidential data** to facilitate collaboration and innovation across the agency – for instance, data is encrypted both at rest and in transit to keep it private and secure.
- **Implement the principle of "least privilege"** throughout the content lifecycle to support the highest levels of security and protection.
- **Reduce risks with AI guardrails** and controls to minimize the chance of data breaches, operational disruptions, and cyber threats.
- **Automate governance workflows with AI** — find, tag, and auto-classify sensitive data and apply retention labels or detect policy violations to provide a proactive defense against non-compliance.

Box achieved FedRAMP High authorization, meeting over 421 stringent security controls for cloud deployments

Take advantage of enterprise-grade AI

Your agency can optimize your AI use with seamless integration into the Box Intelligent Content Management platform, backed by FedRAMP High Authorization for top-tier privacy, security, and compliance. You can tap into the wealth of knowledge in your content with unlimited AI queries to produce the answers you need in seconds. You also have an enterprise-grade AI model that adheres to the strictest security and privacy standards. Because Box AI resides within the secure Box content environment, you have better control over your data and can ensure compliance with regulatory requirements. For instance, by embedding AI there's no need to move large amounts of data to external AI engines, reducing the costs and risks of data transfer and storage. With Box AI, your agency can:

- **Leverage an intuitive drag-and-drop** no-code form builder to quickly automate repetitive tasks, create content, and streamline workflows to increase your agency's speed and efficiency.
- **Extract and apply metadata** to structure, classify, and contextualize information associated with images, scanned PDFs, and other files and folders to enhance search, increase security, and save valuable time and resources.
- **Quickly locate critical information**, derive insights from complex datasets, and collaborate seamlessly across your agency to maximize productivity.
- **Drive innovation throughout the content lifecycle**, enhancing and simplifying document creation and management and driving new, more efficient workstreams that help you adapt to meet new expectations.

Box in action – helping customers achieve efficiency and cost savings

Leveraging the Technology Modernization Fund for IT Transformation

The General Services Administration's (GSA's) Technology Modernization Fund (TMF) provides federal agencies with funding to replace outdated IT systems and offers financial flexibility and expert guidance for projects. The TMF supports modernization efforts that increase efficiency, improve security, and better serve citizens. It aims to ensure that taxpayer dollars are spent wisely and that technology investments yield positive results.

Agencies must assess whether their project aligns with the TMF's goals and priorities to take advantage of this unique federal investment model. Once a determination is made, agencies proceed through a two-step proposal process, followed by a pitch to the Technology Modernization Board for a vote. All projects must include key customer and agency outcomes that can be measured to confirm that TMF investments address real customer pain points and operational inefficiencies.

At the end of 2024, the National Transportation Safety Board (NTSB) chose Box as its Intelligent Content Management platform to enhance efficiency and improve citizen engagement, using the TMF to finance their modernization efforts.

Better citizen engagement and experiences

The NTSB sought a provider to serve as the intelligent content layer for its Digital Content Delivery Platform Project. The agency examined its organization's design, systems, and data to adopt a modern approach with integrated AI across the platform.

NTSB selected Box as its partner, enabling NTSB to:

- **Transition from legacy ECM systems** to a scalable cloud technology platform that enables citizens to access reports related to investigations
- **Allow investigators to easily upload and manage documents**, audio, and video files to a library of reports
- **Leverage portals to help curate, organize, and publish content**, making it easier to find and share information
- **Build and maintain data security** around critical information

In partnership with Box, the NTSB has modernized its content management approach, improving public access to critical investigative reports. With a scalable platform, investigators can upload and manage multimedia files, deliver curated content for citizens through portals, and safeguard sensitive data with robust security features. The transformation enables the NTSB to deliver a streamlined, transparent, and secure experience for investigators and the public.

Optimize efficiency while delivering cost-consolidation opportunities

An agency within Health and Human Services (HHS) is evaluating Box's modern, scalable, intelligent, and cloud-native platform as an appealing alternative to outdated legacy technology. Departments such as IT, HR, and finance have shown that consolidating solutions and transitioning to a unified, secure content layer can enhance productivity, efficiency, and cost savings. Features under review include:

- **E-Signature services**: Solutions like DocuSign and Adobe Sign use tiered pricing models, whereas Box provides unlimited e-signatures in its plans at no additional cost. AI-enhanced workflows and platform integrations simplify document signing and management.
- **Enterprise Content Management (ECM)**: Traditional ECM platforms, such as Laserfiche, OpenText, and Documentum, have high maintenance and overhead costs. Box streamlines content management with a unified platform with unlimited storage.
- **App storage and development**: Services such as AWS, S3, and ServiceNow often have high app storage and development costs. Box helps lower these expenses by acting as a unified content layer.
- **AI**: Many AI productivity tools have expensive licensing plans, but Box offers unlimited queries, eliminating unexpected costs. It increases workflow efficiency by automating tasks, extracting insights, and generating content efficiently.

The Box platform eliminates expensive legacy systems while enhancing productivity through AI, automation, secure content management, and seamless workflows, providing a future-proof solution that transforms technology and supports long-term cost savings.

Estimated total cost savings opportunity: $2.5M to $3.5M

The future is Intelligent Content Management

Intelligent Content Management is the key to getting more from your content and realizing meaningful results, due to better, faster decision-making that can improve your bottom line. Free your agency from the constraints of on-premises ECM systems with one AI-powered, cloud-based solution that allows you to consolidate tools like e-signatures, e-forms, and document generation, eliminate disparate systems, and deliver insights and automation that can power your innovation, collaboration, and cost reduction efforts.

Box is the leading Intelligent Content Management platform that combines Content + AI to help you manage, secure, and collaborate on your critical assets to meet citizen expectations, mitigate threats, decrease costs, and make your organization more efficient. If you would like to learn more about how to unlock the value within your content and modernize your agency's operations to reduce costs and complexity, visit Box for Federal Government.