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Transform Citizen Services with Intelligent Content Management

A single, AI-driven platform for citizen services

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Transform Citizen Services with Intelligent Content Management

A single, AI-driven platform for citizen services



Citizen expectations for personalized digital government experiences are growing, along with security risks. Departments are prioritizing creating frictionless experiences for their constituents, equipping government employees with AI-driven tools while ensuring security and compliance across operations.

Challenges and opportunities for enhanced digital engagement include:

Tax functions

Tax administrators struggle to manage large volumes of sensitive data while ensuring security, compliance, and delivering timely responses to citizens.

Licensing, permitting, & inspections

Reviewing applications and documents involving large, intricate datasets is time- and resource-intensive, while being burdened by complex regulations and codes.

Workforce solutions

HR teams are challenged with managing onboarding, screening, and scheduling throughout the employee lifecycle while maintaining data security, privacy, and compliance.

Trusted by government



Government agencies manage large volumes of unstructured data—typically called content—such as case files, citizen applications, and field incident reports. To fully leverage these vast information repositories, agencies need a secure, scalable platform to easily locate and extract content while improving efficiency across the organization. With AI at its core, Box Intelligent Content Management integrates best-in-class security, collaboration, e-signature, and workflow capabilities.

Digitize and automate agency processes

Accelerate workflows with AI

Protect the most sensitive data

Box for Citizen Services

Create citizen portals

Enhance citizen experiences with secure, AI-powered portals that drive automation—from enabling online application and form submission to streamlined reviews and e-signature collection.

Simplify cross agency collaboration

Equip teams with AI capabilities and seamless integration across departmental tools (including 311 systems) to process documents, extract data, and ensure security and compliance.

Streamline citizen engagement

Improve citizen services with a secure, AI-enabled platform for better government interactions. Use AI to streamline reviews and no-code dashboards to automate permitting, licensing, benefits enrollment, and more.

LACERS digitized retirement case management application submissions

- Streamlined content collaboration with a unified cloud-native platform
- Provided citizens with a secure, self-service retirement portal
- Migrated all on-premise file shares to Box
- Increased compliance and security around personal data of employees and members

Drive intelligent outcomes with a single, secure platform

Box understands content better than anyone. Our cloud-native AI platform helps agencies streamline collaboration, enhance security, connect apps, and optimize workflows. See how Intelligent Content Management can revolutionize your agency.



Transform collaboration and workflows

Better collaboration experiences: Improve collaboration with a cloud-native design that centralizes content and collaboration activities. Develop no-code information portals and view, co-edit, and create documents simultaneously, regardless of location or time zone.

Transform workflows: Power end-to-end content workflows with a suite of capabilities, including e-signature, document generation, forms and file submission, customizable no-code dashboards, and more. Integrate AI to extract data from files and further streamline content-heavy processes.



Accelerate with AI

Advanced artificial intelligence: Access AI from within the content ecosystem while ensuring industry-leading privacy, security, and compliance standards. Design and deploy custom AI agents using the model of your choice.

Content management redefined: AI facilitates intelligent search, content generation, and instant insights from complex information while boosting productivity by automating repetitive tasks, organizing files, and streamlining workflows. With AI-driven metadata extraction, content is accurately classified and contextualized, ensuring efficiency, consistency, and time savings.



Enhance security, governance, and compliance

Threat detection and smart access: Use AI to detect and defend against malware and ransomware while ensuring swift recovery from potential attacks. Protect sensitive citizen data, including PII, to streamline security operations across your agency.

Content lifecycle governance: Leverage retention policies, legal holds, and more to govern your agency content from creation to disposition. Archive data within Box to simplify management and controls on content throughout the entire lifecycle.

Compliance certifications: Meet stringent compliance and privacy requirements, including StateRAMP, FedRAMP High, HIPAA, PII, IRS-1075, CJIS, and more.



Flexible and interoperable platform

Interoperability: Enable secure content access, sharing, and collaboration across applications and devices using over 1,500 integrations with productivity and system-of-record tools. Leverage a strong partner ecosystem to enhance the use of partner capabilities.

Developer tools: Rich APIs and developer tools enable custom solutions for a variety of content-centric experiences and industry use cases. Integrate and extend content management capabilities to other applications with metadata management, AI-driven workflows, and user/group management features.



Simplify deployment and administration

Fast, scalable, and affordable: Launch in days instead of months and reduce the overhead of complex on-premise installations with a cloud-native, infinitely scalable platform with unlimited storage.

Ease of operations: Automate ongoing support—such as security patches, compliance updates, and maintenance—to eliminate costly manual upkeep. A cloud-first infrastructure enables efficient, worry-free management of vast amounts of content.

Box at a glance

- Founded in 2005
- 120K+ customers and 66% of the Fortune 500
- 1,500+ integrations with leading productivity tools such as Microsoft 365, Google Workspace, Salesforce, and Slack

Customer success and services

Consulting

Simplify your tech stack, and unlock widespread adoption

Customer Success

Partner with experts to accomplish company goals

Support

Get the answers you need, and solve issues with ease

Education

Learn and get certified on products and change management

System integrator (SI) ecosystem

Address advanced use cases with solutions built on Box by our partners