One platform for federal agencies

Welcome to intelligent content management

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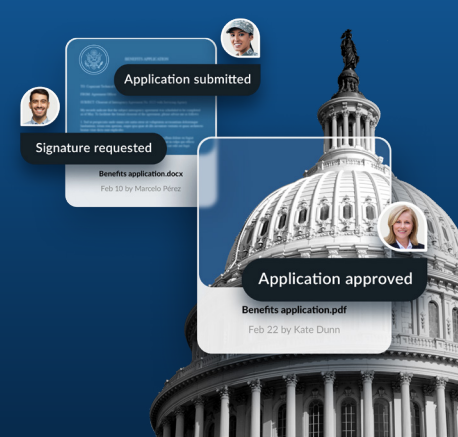carah.io/AI-ML

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One platform for federal agencies

Welcome to Intelligent Content Management

Government agencies are under growing pressure to reduce costs, boost efficiency, and modernize operations—all while meeting strict security and compliance standards. At the core of these efforts is unstructured data—from tax documents and investigations to health records and training materials—all critical to government functions.

Outdated infrastructure and legacy ECM systems lack the scalability, integration, and connectivity agencies need. These gaps lead to disconnected workflows, increased risk, and missed opportunities for automation and AI, which remain siloed or expensive to implement.

To meet today's demands, agencies need a modern, AI-driven content management approach that drives efficiency, strengthens security, and supports technology transformation. Intelligent Content Management (ICM) offers a secure, cloud-native platform with built-in AI to streamline operations. With FedRAMP High and IL4 authorizations, along with additional compliance certifications, Box helps agencies modernize while maintaining the highest standards of data protection.

Reduce costs with smarter content management

Overcome legacy barriers

Move beyond on-premise ECM constraints and transition to unlimited storage, simplified content management, and better collaboration. Consolidate tools like e-signatures, e-forms, and document generation to reduce IT and operational costs.

Built-in AI, no hidden fees

Utilize built-in AI that scales with unlimited user queries, no additional consumption costs, and no expensive add-ons or administration fees.

Cost-effective, compliant e-signatures

Enable secure e-signatures through document creation integrated with Federal CAC/PIV smart cards for digital signatures. With unlimited e-signatures included, reduce costs by up to 85% compared to legacy solutions like DocuSign.

Empower employee productivity

Drive innovation with AI insights

Leverage a native-AI platform to generate and refine content, query information, and extract insights, transforming siloed data into drivers for decision-making and innovation.

Integrated, intelligent workflows

Pair AI with automation tools to help users enhance processes using no-code approaches and custom or pre-built templates for workflows. Integrate further with tools like forms, document generation, and e-signatures to streamline processes.

Structure and classify content at scale

Use AI for metadata extraction and automated content analysis to identify key details like dates, names, topics, and document types, while extracting attributes that aid in structuring, classifying, and contextualizing information.

Enhance data protection and compliance

Proactive security from end-to-end

Protect sensitive content with built-in security features for real-time threat detection and compliance—all within a secure Box environment.

Government-ready compliance

Manage sensitive data confidently with compliance certifications like FedRAMP High, ITAR, HIPAA, IL4, and more. Box supports High-to-High integrations for secure data sharing with FRH-authorized cloud service providers.

Secure access with Zero Trust

Authenticate every user, device, and application to ensure trust before granting content access. Box Zero Trust Architecture safeguards sensitive data, ensures regulatory compliance, and enables secure collaboration among decentralized teams.

Box at a glance

- Founded in 2005
- 325+ federal customers
- 1,500+ integrations with leading tools such as Microsoft 365 and Teams, Salesforce, ServiceNow, Slack, and Google
- High-to-High integrations, including Salesforce, ServiceNow, and Microsoft GCC High

Protect unclassified content

AICPA SOC · DoD IL4 · FR FedRAMP High · CJIS · HIPAA · ITAR · ISO · NIST · PCi

Trusted by federal agencies

NASA · VA U.S. Department of Veterans Affairs · NIH National Institutes of Health · U.S. DEPARTMENT OF ENERGY · DEPARTMENT OF JUSTICE · DEPARTMENT OF HEALTH & HUMAN SERVICES USA · IRS · NATIONAL TRANSPORTATION SAFETY BOARD

Transform your mission-critical processes with AI

Investigations and inspections

Utilize a central repository for all case-related documents, allowing for efficient access and sharing. With built-in controls and encryption, agencies ensure sensitive information is secure and accessible only to authorized users.

Box integrates with tools to streamline workflows and automate tasks with AI, further enhancing case management.

The result? An opportunity for faster resolution, better collaboration, and reduced non-compliance risk.

Mission and training

Develop and distribute training materials to field teams through a secure platform. AI-powered content creation transforms lengthy documents into concise summaries, enabling teams to grasp key points easily.

Leverage hubs to organize content distribution and apply permissions to ensure only intended audiences can access specific materials.

Field teams access training documents on mobile devices in real time, boosting productivity.

Records and contracts management

Automate content organization to enhance records management, reduce manual effort, and minimize errors.

Box AI automates metadata, retention schedules, and governance for records, enhancing compliance and information management. It speeds reviews by summarizing documents, extracting terms, and identifying risks.

AI improves searchability, applies policies consistently, and streamlines workflows, saving time and enhancing efficiency.

Citizen engagement and apps

Integrate AI and applications to streamline data collection, management, and citizen communication.

Citizens can easily submit forms, with sensitive information protected by encryption and access controls. Box AI extracts key data from forms to generate reports, applications, or responses automatically.

Dashboards provide real-time insights to guide interactions and monitor requests, allowing citizens and agencies to track the status of their submissions.

Interagency collaboration

Leverage a centralized platform enabling secure access and collaboration on documents and projects across agencies and partners, regardless of location. Users manage permissions based on roles, ensuring compliant interagency cooperation.

Further enhance communication with AI tools that automate tasks, extract insights, and generate content, streamlining processes and improving interagency workflows.

Human resources and personnel records

Accelerate employee services by integrating AI into HR functions and records management for secure, efficient document handling. Automate retention schedules to ensure compliance with required record-keeping durations before disposal.

Workflow automation tools streamline offboarding and performance evaluations, while AI increases efficiency by automating tasks like contract generation and reminders.

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

Industry and Peer Recognition

- Leader in Gartner Magic Quadrant™ for Document Management 2024
- Leader in The Forrester Wave™: Content Platforms, Q1 2025
- Leader in IDC MarketScape™ Worldwide Intelligent Content Services 2024 Vendor Assessment
- Leader in Aragon Research Globe for Digital Transaction Management, 2024
- Leader in Aragon Research Globe for Enterprise Content Platforms, 2024
- Leader in Nucleus Research Content Services and Collaboration Value Matrix 2024