

OPENTEXT

# Data deluge: How government can organize its information using automation and AI

Artificial intelligence is poised to transform government operations, but ensuring it can do so successfully will require the right approach.



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**“AUTOMATION AND AI CAN ALSO BE THE SOLUTION MANY AGENCIES ARE LOOKING FOR WHEN IT COMES TO EXTRACTING AND ORGANIZING DATA MORE SUCCESSFULLY.”**

**A**ppropriately organized information is key to ensuring AI is implemented in the most efficient and valuable way. In short, great AI requires great information management. But that often proves to be a tall order for government organizations that aren't always set up for success.

Because government agencies are constrained by budgets and time, they tend to live in the moment, meaning they often focus on the transactions they need to get the job done that day. As a result, government data can wind up disorganized and stored in various disconnected silos. And, in some cases, physical paperwork comes into play — for example, inside federal prisons, where computers and connected devices are often off limits. But for effective AI, you have to digitize, categorize and sort that data so that it can all be analyzed to generate insights.

Luckily, technology has grown exponentially in recent years to help government with information management. And automation and AI can also be the solution many agencies are looking for when it comes to extracting and organizing data more successfully.

For example, for agencies that deal with a plethora of paper records that need to be digitized, the use of AI-backed and automated tools can take a scan of a paper document and intelligently and automatically route that information into a workflow. Moreover, agencies can tap AI-fueled search crawlers to comb through government networks and automatically apply metatags to all the data in order to break down information content silos. Then, once information is digitally organized, government organizations can apply AI to perform their mission more effectively.

By leveraging these tools and more, government will be able to sniff out fraud more effectively by picking up red flags and spotting trends earlier. Moreover, public sector officials will be able to tap their information archives to identify where a program is working effectively or where it might need tweaking to ensure users are getting the most out of it. AI-driven insights can also give program officials plenty of warning if programs are under or over budget.

At OpenText, we understand and respect that all government agencies are at different stages on their AI journeys. Thus, we have created a portfolio of tools



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to help any agency, whether they're just getting ready for AI or they're already working to scale AI to fuel their mission. For early-stage-AI government agencies, we offer intelligent capture, archiving and low-code development tools to help digitize and modernize information.

We have a best-in-class content management platform, which includes

a generative AI assistant ("Aviator") to help public sector employees get their work done faster and more accurately. We also offer an AI enterprise search tool that can access ALL audio, video, image and textual information on a government network — regardless of storage silo — to provide insights as well as autotag the data for continuous learning.

Ultimately, OpenText's entire portfolio is designed to help government employees improve their timeliness, accuracy and transparency with their constituents, whoever they might be. ■

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