

# Improving's Experience In Document AI

## Accelerating Public Sector Workflow Using GCP Document AI



### OUR EXPERIENCE IN DOCUMENT AI

Improving has considerable experience leveraging Google's Document AI suite of AI-enabled technologies for the purposes of document processing and document workflow automation. Over the last year, we have used Document AI and associated Google services for the following projects.

### LIBRARY AND ARCHIVES CANADA



Library and Archives  
Canada

Bibliothèque et Archives  
Canada

With a trove of 80,000 documents donated by the University of Toronto, Library and Archives Canada was exploring ways to leverage automation to process the new documents into their collection. Improving undertook a proof-of-concept project to demonstrate Document AI capabilities in automated labelling and data extraction.

The outcome was a Document AI parser trained on a sample of the document collection, which was able to automatically and accurately extract the document's title, year and location of publication, and other relevant data, with up to 94.2% accuracy.

### HEALTH CANADA



Santé  
Canada

Health  
Canada

Improving's work with Health Canada has involved three separate projects, each focused on leveraging Google's Document AI technologies to provide reliable automation to the department's existing business processes. These included a Backlog processing solution, a Document AI Warehouse POC, and the implementation of an ATIP Data Loss Prevention solution.

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### HEALTH CANADA

#### Backlog Processing

The Backlog Processing solution extracts data from forms submitted to the client using Artificial Intelligence. The solution leverages Document AI and Vertex AI to create an accelerated form processing workflow that will be used to clear the backlog of Medical Device Problem reports submitted to the client.



Google Cloud  
Partner



Vertex AI

#### Document AI Warehouse POC

The Document AI Warehouse POC provides a document management solution to store, index, and search documents at scale. The solution leverages Document AI to perform OCR, and extract document metadata, which is used together to create a fully indexed document collection. Once processed, the documents are uploaded to Document AI Warehouse which allows users to search, filter, and download documents as required.



Data Loss Prevention API

#### ATIP Data Loss Prevention

Document AI's Access to Information and Privacy (ATIP) request data loss prevention solution provides a demonstration of how Google's Cloud DLP API, in concert with other Google technologies, can be used to prevent the unauthorized or accidental disclosure of sensitive or confidential data.

### THE IMPROVING DIFFERENCE

Improving's experience in implementing Google Cloud Platform's (GCP) Document AI suite of solutions has enabled us to assist public sector departments and agencies such as Library and Archives Canada and Health Canada in dramatically accelerating digital transformation initiatives, reducing document and image processing times, and improving overall operational efficiency. Ultimately, Document AI can automate and streamline document processing for government departments and agencies, lowering the amount of manual labour necessary while shortening the time it takes to provide critical services to stakeholders and citizens.