



CASE STUDY

Proof of Identity Proof of Address Automation Project

PROBLEM

In an initiative backed by the federal government, free cell phones are extended to eligible individuals who meet certain requirements. To navigate the high volume of applications, phone carriers outsource the application processing to third parties like our client, who handles the capture and review of the POI/POA information.

Our team was brought in to leverage ImageTrust, our web-based capture platform designed to automate and simplify the journey from document arrival to processing.

CHALLENGES

- Process & compare information from each state across the U.S.
- 60 second end-to-end time limit

SOLUTION

Generative AI with ImageTrust

Applicants provide their personal information and proof of identity and address to agents at kiosks located nationwide. The application information & supporting documents are electronically uploaded to a central repository hosted by our client.

From there, the POI/POA document(s), along with the applicant's details are pushed to the **ImageTrust** application via a secure webservice call. Once prompted, AI machine learning models enable the automatic extraction and cross-referencing of POI/POA information from various documents, with high confidence thresholds and without a Human-in-the-Loop step.

The final step in the process is to perform a high accuracy cross reference check between the applicant and AI extracted document information. The comparison outcome is then passed back to the client where the decision process is finalized.

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AT A GLANCE

With the use of **AI and machine learning (ML) models**, we were able to automatically extract POI/POA information from:

- **U.S. Driver's Licenses**
- **Permanent Resident Cards**
- **Passports**
- **State Issued ID's**
- **Social Security Cards**

BENEFITS

Fast Response Times

Less than 60 second turn-around time on requests to ImageTrust

Intelligent Automation

Automatically extracts and cross-references data

Scalability

Over 200,000 applications processed monthly

High Accuracy Levels

Even when presented with poor image quality