



# RECORDS MANAGEMENT WITH UIPATH

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# Executive Summary

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In the public sector, effective records management is essential for maintaining transparency, ensuring compliance with regulations, and safeguarding sensitive information. Government agencies face the challenge of managing vast amounts of physical and digital records while adhering to strict regulatory frameworks like the Freedom of Information Act (FOIA), General Data Protection Regulation (GDPR), and other privacy laws. UiPath's automation platform offers a transformative solution, streamlining records management, reducing costs, and enhancing service delivery to citizens.

## **UiPath's Approach to Automating Public Sector Records Management**

UiPath leverages Robotic Process Automation (RPA) to optimize the lifecycle of public sector records, from creation to storage, retrieval, and disposal. Through integration with existing systems like SharePoint and other document management platforms, UiPath automates the classification, storage, and secure handling of sensitive records, ensuring that government agencies can meet compliance standards efficiently.

By utilizing **Document Understanding**, UiPath automates the extraction and classification of unstructured and semi-structured data from critical government documents, such as contracts, citizen applications, and healthcare records. This reduces manual workloads, increases accuracy, and accelerates response times in public service delivery.

## **Ensuring Compliance and Transparency**

Public sector organizations must adhere to stringent retention and transparency laws. UiPath's robots can automatically track retention schedules and trigger alerts for archiving or secure deletion of records in accordance with legal mandates. Additionally, the platform provides detailed audit trails that document every action taken on a record, ensuring full accountability and transparency, crucial for government audits and public inquiries.

For example, UiPath can automate the management of records related to benefits administration or tax filings, ensuring that data is processed and stored in compliance with legal regulations while being readily accessible for audits or public information requests.

## **Real-World Impact**

Government agencies have successfully used UiPath to manage large-scale records more efficiently. One example includes a national healthcare system that implemented UiPath to automate patient record handling, ensuring compliance with HIPAA and reducing administrative burdens. Another case involves a federal department using UiPath to streamline FOIA requests, significantly reducing the time required to process citizen inquiries.

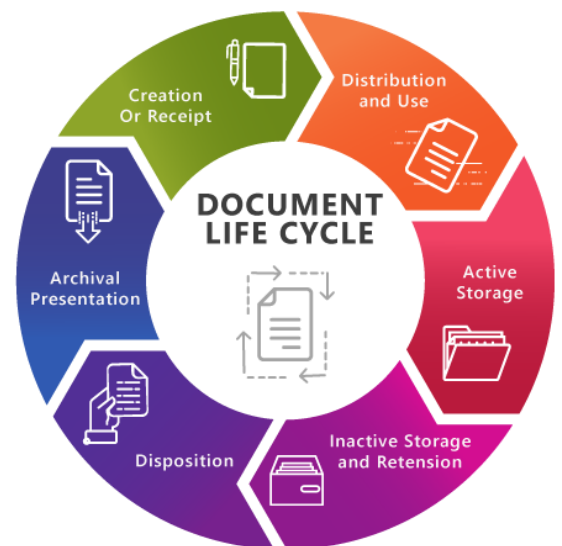
UiPath's automation solutions offer public sector agencies a powerful tool to modernize their records management processes, ensuring compliance, enhancing transparency, and improving operational efficiency. By automating the management of records, UiPath enables government organizations to reduce administrative overhead, improve citizen services, and confidently manage sensitive information in a secure and compliant manner.

**NSS is a US Public Sector technical services partner that can work with you to custom-tailor a records management solution leveraging UiPath platform capabilities.**

# What is Records Management?

Records management in the public sector refers to the organized control, storage, retrieval, and eventual disposal of records throughout their lifecycle. These records can include a wide variety of documents, such as citizen applications, government contracts, healthcare records, and tax filings, in both physical and digital formats. The primary goal of records management is to ensure that records are accurately created, securely maintained, and disposed of in a manner that complies with legal and regulatory requirements. Additionally, it helps facilitate easy access to information when needed.

Effective records management is crucial in the public sector for several key reasons. First, government agencies are subject to various legal and regulatory requirements, such as the Freedom of Information Act (FOIA), the General Data Protection Regulation (GDPR), and specific laws like HIPAA (Health Insurance Portability and Accountability Act) that govern how records must be handled. Compliance with these regulations is non-negotiable and essential to avoid legal penalties. Operational efficiency is another important benefit; well-managed records help reduce administrative burdens, streamline decision-making, and improve service delivery to citizens by ensuring that information is available when needed. In a world where digitization is increasingly common, safeguarding data is also critical, as electronic records management must ensure protection against data breaches or unauthorized access.



When records are poorly managed, a range of serious issues can arise. **Non-compliance with regulatory requirements can result in costly fines and legal risks for government agencies. Additionally, inefficient records management can lead to slow processing times, increased workloads for staff, and delays in providing services to the public.** This lack of organization and accessibility also hinders transparency, making it difficult for agencies to meet deadlines for FOIA requests or audits. Moreover, disorganized records can create vulnerabilities, increasing the likelihood of sensitive data being lost or accessed by unauthorized parties. For example, The Department of Veterans Affairs has experienced significant delays in processing veterans’ benefits and healthcare claims due to inconsistent and inaccessible records. Similarly, the Internal Revenue Service (IRS) has faced challenges in managing millions of taxpayer records, leading to delays in processing tax returns and increased scrutiny during audits.

**By automating the intake, classification, and storage of records, UiPath allows government agencies to process and organize vast amounts of data more efficiently.** For instance, UiPath could help the VA automatically manage Veterans’ claims and healthcare records in real-time, reducing the delays caused by manual processing. UiPath ensures compliance with regulations by automating the enforcement of retention schedules and generating detailed audit trails that document every action taken on a record. In the case of the IRS, UiPath can automate the handling of tax records, streamlining the process and ensuring timely compliance with legal standards.

Effective records management is essential for public sector agencies to remain compliant, transparent, and operationally efficient. Poorly managed records create significant delays, legal risks, and inefficiencies, but UiPath’s automation platform offers a robust solution. **By automating key processes, UiPath helps government agencies enhance their records management, ensuring compliance, improving data security, and ultimately delivering better service to the public.**



# Automated Approach to Records Management

UiPath's approach to public sector records management is centered around the strategic use of automation to streamline, secure, and optimize the lifecycle of records across government agencies. Public sector organizations are tasked with managing vast amounts of data—ranging from tax records and healthcare information to legal documents and public inquiries—while adhering to stringent regulatory requirements and ensuring transparency. UiPath provides a comprehensive platform designed to help government entities overcome the challenges of records management by improving operational efficiency, ensuring compliance, and enhancing data security.

At the heart of UiPath's approach is its Robotic Process Automation (RPA) technology, which is leveraged to handle the repetitive and manual tasks associated with records management. This includes the intake, classification, storage, and retrieval of records, as well as ensuring proper retention and disposal. In many public sector organizations, these tasks are still handled manually, leading to inefficiencies, errors, and delays. UiPath's platform allows government agencies to automate these processes, significantly reducing the time and effort required to manage records.

**One of the key features of UiPath's approach is its integration capabilities.** UiPath integrates seamlessly with a wide variety of existing systems, including popular document and enterprise content management platforms like SharePoint, allowing public sector organizations to maintain continuity while upgrading their records management processes. By integrating with these systems, UiPath robots can work across platforms to ensure that records are properly organized and stored, regardless of the complexity or scale of the organization's data infrastructure.

**Compliance with regulations is another crucial element of UiPath's approach to records management in the public sector.** UiPath helps public sector organizations stay compliant by automating the enforcement of retention schedules and providing audit trails that document every action taken on a record. This ensures that records are kept for the required duration and disposed of properly, in compliance with legal mandates. For instance, if an agency is required to retain records for five years, UiPath robots can track those records and automate their disposal at the appropriate time, reducing the risk of human error or oversight.

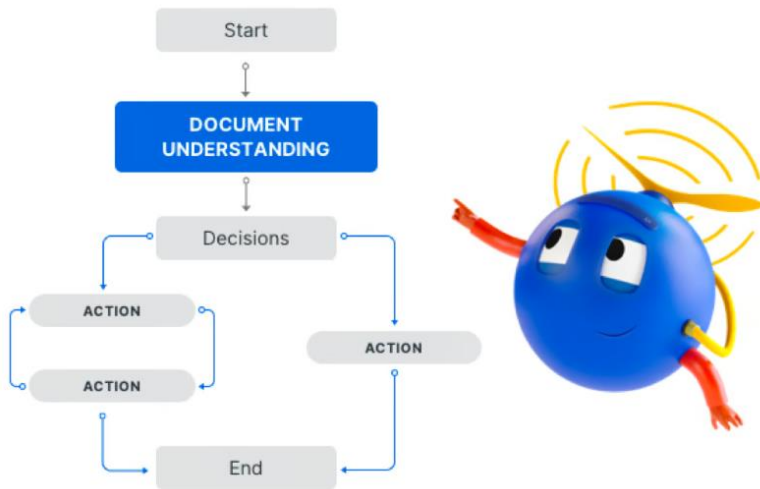
**70% of organizations are unable to find the documents they need when they need them...**  
Association for Information and Image Management (AIIM)

**Data security is another critical concern for public sector organizations, particularly given the sensitivity of the information they handle.** Government agencies manage large quantities of personal data, including healthcare information, financial details, and other sensitive records that must be protected against unauthorized access and cyber threats. UiPath addresses these security concerns by automating the secure storage and retrieval of records, ensuring that access is restricted to authorized personnel only. Additionally, UiPath's platform supports role-based access control, which allows agencies to define which employees have access to specific types of records, further safeguarding sensitive information.

**Another significant benefit of UiPath's approach to public sector records management is the improvement in response times to public inquiries and requests.** Government agencies often face overwhelming volumes of public information requests, particularly under FOIA, which mandates timely responses to requests for access to government records. Manually processing these requests can be slow and prone to delays, especially if records are stored across multiple systems or in various formats. UiPath robots can automate the search, retrieval, and compilation of records needed to respond to public inquiries, dramatically reducing the time required to fulfill requests. This automation not only improves the agency's transparency and accountability but also enhances the overall public service experience by ensuring that citizens receive timely and accurate information.

# UiPath Records Management Capabilities

UiPath provides several capabilities that enable seamless records management, especially for organizations dealing with large volumes of documents. These capabilities allow organizations to digitize, automate, and manage records in compliance with legal standards while improving operational efficiency.



## Document Understanding

UiPath's Document Understanding feature leverages machine learning models and AI to automatically extract, classify, and process unstructured and semi-structured data from documents. This is especially valuable in records management, as it allows organizations to automate the intake of documents (e.g., invoices, contracts, employee records) and sort them into their proper categories without manual intervention. A human-in-the-loop can be engaged to further train the ML model and validate or approve Document Understanding findings.

## Data Services and Data Governance

UiPath's Data Services enables organizations to structure and manage data effectively by integrating multiple data sources into a centralized platform. This improves the accuracy of records, ensuring data integrity across the organization. UiPath also helps enforce data governance policies, ensuring that sensitive information is only accessible to authorized personnel.

**Example:** A government agency using UiPath Data Services can ensure that only authorized personnel have access to sensitive citizen records, complying with privacy laws while automating data retrieval for various public services.

## Compliance and Auditability

UiPath offers robust compliance features by automating the enforcement of retention schedules and providing clear audit trails. Organizations can automatically track how long records have been stored and initiate actions (e.g., deletion or archiving) based on pre-defined rules.

**Example:** A global pharmaceutical company automates the archiving of research records after a certain retention period, ensuring compliance with FDA regulations. With UiPath's audit trail, every record movement is tracked for future reference in case of an audit.

## Orchestrator for Monitoring and Management

UiPath Orchestrator enables centralized monitoring of automated records management processes. It allows organizations to manage their robot workforce, track the status of records, and generate real-time reports on record lifecycle stages. This central view provides a comprehensive understanding of the records management process, ensuring timely interventions when required.

**Example:** A large law firm uses UiPath Orchestrator to monitor and manage legal records across different departments, ensuring timely access to case documents while staying compliant with legal retention regulations.

## Conclusion

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The future of technology-enabled records management will be shaped by advancements in automation, AI, cloud computing, and blockchain. Automation, particularly through Robotic Process Automation (RPA), will continue to reduce the manual burden of managing records by handling tasks like data entry, classification, and retrieval. AI, integrated with RPA, will enable systems to make decisions about records categorization and improve the management of unstructured data, streamlining processes and minimizing human intervention. AI-driven natural language processing will further simplify record searches, allowing users to find and retrieve information more efficiently.

Blockchain technology will play an important role in securing the integrity of records by providing immutable, tamper-proof ledgers. This is particularly valuable for sectors where document authenticity is critical, such as government, finance, and healthcare. Blockchain will ensure that records, once added, cannot be altered without trace, improving trust and security. As governments and other organizations adopt blockchain, sensitive records like property deeds or legal contracts will benefit from enhanced transparency and reliability.

Cloud computing will be integral to scalable and flexible records management, offering nearly unlimited storage capacity and advanced security features. As public sector organizations migrate their records to the cloud, they'll benefit from enhanced disaster recovery, improved collaboration, and real-time access to records. Cloud-based systems will also support better compliance with regulations such as GDPR and HIPAA by incorporating encryption and security controls that safeguard sensitive data.

Machine learning will introduce predictive analytics to records management, allowing systems to anticipate records usage patterns and optimize workflows. These predictive capabilities will streamline tasks like retention scheduling and compliance monitoring, helping organizations stay compliant while reducing storage costs. ML will also enhance decision-making by analyzing historical data, allowing agencies to make informed choices about which records to keep and when to dispose of them.

UiPath is perfectly positioned to support and enable records management within the public sector by leveraging its advanced automation capabilities, deep integration with AI, and robust compliance tools. As public sector organizations face the growing challenge of managing vast amounts of records, UiPath's RPA technology offers a solution that automates repetitive, manual tasks such as data entry, classification, and retention. By integrating AI into its platform, UiPath can help government agencies handle unstructured data and complex decision-making tasks, allowing records to be categorized and retrieved efficiently, even across diverse formats and systems. With its robust automation, AI integration, and focus on security and compliance, UiPath is the ideal partner for public sector organizations seeking to modernize their records management processes, enhance transparency, and improve service delivery to citizens.

**NSS is a Woman-Owned Small Business technical services company specializing in UiPath Robotic Process Automation (RPA) technical services and support.** As a UiPath Public Sector Partner, we specialize in the full UiPath platform and offer RPA assessments, UiPath certification preparation training, DevSecOps Agile RPA development, and Managed Service and Support. Please reach out to NSS for UiPath platform demonstrations and to discuss your records management use cases.

# CAPABILITIES STATEMENT



NSS is a Woman-Owned Small Business Technology Solution and Services company specializing in Business Automation and Artificial Intelligence capabilities.

Automation and AI transforms organizations by filling software gaps, improving speed and accuracy of everyday tasks, and working alongside the workforce allowing businesses to save money and scale through efficiency.

## CERTIFICATIONS



**SBA WOSB**  
Woman Owned Small Business



## SAM UEI

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## CAGE CODE

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## DUNS

015130399

## NAICS

541511, 541512, 541519,  
541611, 541618, 541690,  
518210, 541990

## AWARDS



## CORE COMPETENCIES

- Robotic Process Automation
- RPA Monitoring & Response
- Intelligent Doc. Processing
- AI Process Optimization
- Large Language Models
- Digital Twins
- Managed IT Service & Support
- Technology Training
- Technology Assessments
- Technology Staffing Services

## PAST PERFORMANCE



Built an Email Parser for Drug and Food Trial Data Distribution to process bulk emails received. 300 emails processed in 3 minutes enabled operational scale, removed human error, and automated reporting.



Designed and Deployed a UiPath Claims & Grants Center of Excellence and Automation Operating Model to establish NSF Citizen and Federated development and support across the agency.



Automated network compliancy checks were run from DISA recommendations and OS updates were provided with checks and balances ensuring compliancy and uptime against DISA standards.



Conversational AI solution deployed for NETCOM to handle Tier 1 IT inquiries and incidents. Runbook processes, escalation matrices, and Remedy integrations helped handle up to 40% of the incoming ITSM volume as part of the Proof of Concept.

## Brett Fraser

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## TEAMING PARTNERS & CLIENTS

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