

Digital Transformation

Connecting the Systems, Data, and People that Power Your Mission



Revolutionizing the Digital Experience

Digital transformation has evolved beyond taking paper out of processes. The focus has shifted towards holistic modernization of client touch-points, operating models, and end-to-end processes to improve client experience and operating efficiency. Technologies like Artificial Intelligence (AI), Machine Learning (ML), robotic process automation, and multi-channel self-service are revolutionizing what it means to deliver digital experiences to clients. SMX digital transformation solutions modernize organizations through:

- Enhanced client experiences through improved process automation from client request through service completion
- AI/ML powered processes that enable self-service and automate complex operations
- Data-driven insights that unlock opportunities for rapid innovation
- Scalable cloud-enabled platforms that enable agile evolution into the future

- Stable, Secure, High-performing Infrastructure for Complex Enterprises and Highly Regulated Industries
- Automated Self-service Client Touch-points and Real-time Behavior Analysis
- AI/ML Powered process Automation
- Big Data-driven Insights and Innovation
- Scalable, Optimized Cloud Platforms

Digital Client Experience

SMX helps clients explore and adopt emerging digital tools that enhance the client experience. We leverage advanced streaming analytics tools that ingest, process, and analyze high-velocity client feedback from a variety of sources across internal and external data sources (from legacy ERP platforms to social media and IoT devices) to build more reactive and intelligent client experiences. Leveraging advanced, fully managed cloud provider services like AWS Kinesis and Azure Stream Analytics, SMX teams can deliver real-time client experience analytics in less than 30 days.

AI/ML Powered Processes

SMX is leveraging AI/ML powered tools to automate complex processes, enable customer self-service and execute complex tasks without human intervention. We leverage AI/ML tools to automate tasks like data entry, document processing, workflow management, and decision making to streamline operations and reduce manual effort. We set up AI/ML powered tools to continuously learn and improve over time, enhancing accuracy and efficiency.

Data-Driven Insights

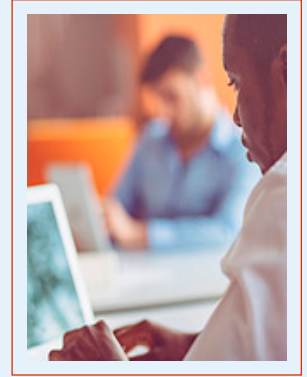
SMX leverages data-driven insights to uncover opportunities for rapid technology innovation. These insights enable our clients to rapidly identify inefficiencies and pain points within existing processes or systems and help them explore technology-driven solutions to resolve them. By harnessing the power of data, organizations can make informed decisions, identify untapped opportunities, and drive rapid technology innovation to remain competitive and meet evolving market demands.

Scalable Cloud Platforms

Cloud platforms play a pivotal role in facilitating faster and more agile digital transformation. They provide a foundation for innovation and experimentation, enabling organizations to test new ideas and technologies without significant up-front investments. SMX leverages cloud to help clients improve time-to-market for new features while improving scalability, performance, security, and cost of digital solutions. Ultimately, scalable cloud platforms offer the speed, flexibility, and agility required to propel organizations forward in their digital transformations.

Client Solution Spotlight

U.S. Secretary of State Office - This Secretary of State's (SoS) office is responsible for promoting public trust by safeguarding government records, preserving the integrity of elections, and providing the business community and public with easy access to information about corporations and charities. The SoS office manages nearly 250,000 active user accounts in their corporate system for national and international corporations wishing to conduct business in their state. Of specific concern, are corporate filings made from 1992 and 2015, which have been stored in the system as images. Many of the approximately 10 million records in this category contain Personally Identifiable Information (PII) and Personally Identifiable Financial Information (PIFI), which was received prior to statutes making long-term storage of such data illegal by state statute.



SMX was engaged to develop a custom .NET Core application that was flexible enough to run on two platforms. The application needed to allow queries to be parameterized along with connection credentials in order to redact and modify entries in a given database. The initial solution was deployed in under one month. The SoS office has been able to process more than 100,000 image files in a production environment. The tool allows them to run any query or stored procedure necessary to perform the redactions, while checking the accuracy and validity of results. This flexibility, combined with the power of cloud, ensures that PII/PIFI data can now be easily identified and redacted from these public facing records.

"We now have a tool capable of reviewing not just text, but handwritten documents that have been scanned two, three or more times, along with the ability to attack the most sensitive information such as Social Security Numbers, and refine the search from there", states the Deputy Secretary of State. He adds that "we're pleased with the solution provided by SMX because it supports our mission of safeguarding government and corporate records".

For more information, please contact: solutions@smxtech.com

SMX harnesses the transformative power of technology to achieve mission success as a leader in digital and mission solutions, specializing in secure and advanced cloud, ISR, cyber, data analytics, engineering, space, and IT solutions. Operating in close proximity to our clients across the globe, the SMX team has a shared vision to deliver scalable and secure solutions to assure outcomes for the critical missions of our Government and commercial clients.

Learn more about our current contracting vehicles: www.smxtech.com/contracting-vehicles