Information Management software

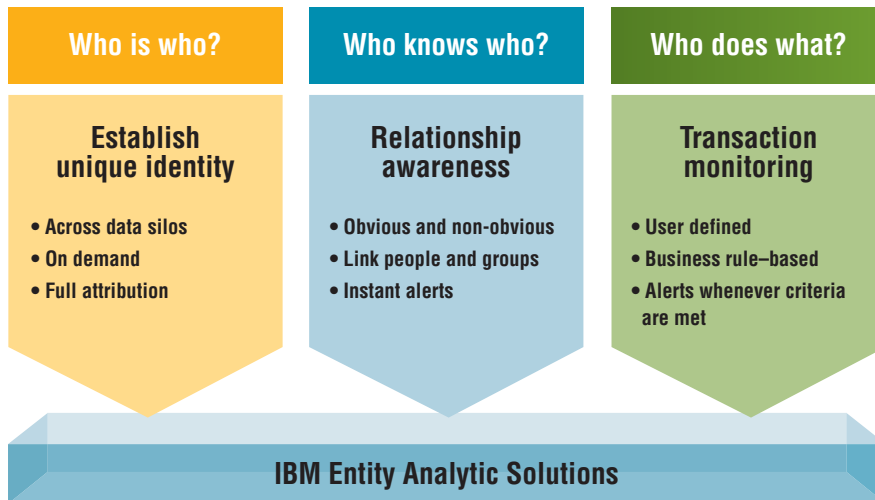# IBM Infosphere Entity Analytic Solutions for State and Local Government

Highlights

- *Obtain a cross organization,multiple department, multiprogram view of citizens with master identity information and intelligence*

- *Obtain a real time, accurate view of who is who and who knows who*

- *Provide better service, support, and safety by organizing and delivering services around the constituents needs*

- *Protect constituent privacy while sharing information internally and externally*

- *Remove duplication of identity data and resulting overlap in services*

- *Create real time tax intelligence that aids in detecting potential non-compliant taxpayers and maximizing revenue by closing flow through entity tax gaps*

- *Ensure proper payments are made to the right, eligible clients and optimize the accuracy and integrity of benefits and payments*

- *Protect public safety with the ability to conduct real-time enterprise-wide searches.*

Lacking a complete understanding of your citizens can be costly when discovering multiple redundant claims were paid to the same fraudster. Lacking a complete citizen understanding can be embarrassing when you learn a current employee was previously jailed for embezzling from you. Sometimes, lacking a complete citizen understanding can threaten public safety.

When it comes to understanding your citizen constituents IBM Infosphere™ Entity Analytic Solutions (EAS) addresses four important questions:

The IBM InfoSphere Entity Analytic Solutions Platform

Who is who?	Who knows who?	Who does what?
Establish unique identity	**Relationship awareness**	**Transaction monitoring**
• Across data silos • On demand • Full attribution	• Obvious and non-obvious • Link people and groups • Instant alerts	• User defined • Business rule–based • Alerts whenever criteria are met

IBM Entity Analytic Solutions

The IBM InfoSphere Entity Analytic Solutions portfolio gives state and local governmental agencies the ability to better understand the identities that make up their constituent base, giving them the ability to maximize client-centric services, minimize fraudulent benefit payments, and realize increased state revenue.

Who is Who?

Automatic disambiguation with complete identity (people and organizations) context.

Who Knows Who?

Real-time discovery of non-obvious identity (people and organizations) relationships.

Who Does What?

Quantification of identity (people and organizations) activity across events (claims received) and transactions (claim amount of $4,001).

Who is Who and Who Knows Who Anonymously?

Private and secure inter-agency data sharing with automatic discovery of identity (people and organizations) and relationships .

Mastering Citizen Information

Data that represents your citizens is spread across a myriad of inter-agency data silos; often times duplicated, and in many cases replicated in multiple locations. The untapped information within and across your agencies can close revenue gaps, protect the public more effectively, and mitigate fraud. The key to unlock the value in your citizen data is found in IBM Infosphere Entity Analytic Solutions (EAS).

In some state agencies, just tracking citizen progression through the work force or children's progression through the education system can prove a challenge. Many government agencies lack the tools necessary to compare, contrast and understand their constituent data efficiently and effectively.

Figure 1 illustrates how IBM EAS mitigates the hidden human labor costs associated with the use of antiquated technology. This enterprise used an older system to compare 7M constituents with 500K persons of interest. Although the tooling they used was relatively inexpensive, they incurred $2.2M in unknown human labor costs reacting to the challenge.

Public Safety and Justice

IBM EAS enhances many functions within the modern Public Safety and Justice concern. Investigators process more cases more quickly when EAS is deployed for automatic link analysis. Competitive solutions require the investigator to manually draw correlations between suspects. With IBM EAS these links are established automatically, in realtime, as the investigative data flows through EAS.

Figure 1: 7 Million Existing Accounts compared with 500K "Persons of Interest" Records

	Hits to Investirage	Human Effort (3 Hits Per Hour)	Resource Cost ($25/hour)	Cost Savings
Initial Check Results *(Using Existing Solution)*	263,000	87,677	$2,191,666	
Initial Check Results *(Using IBM, Actual 99.93% Reduction)*	191	64	$1,591	$2,190,075
35% Annual Turnover on 7M Accounts *(Recurring Vetting)*	2,450,000			
Recurring Turnover Check Results *(Using Customer Solution)*	92,050	30,683	$767,083	
Recurring Turnover Check Results *(Using IBM 99.93%)*	67	22	$557	$766,526
Five Year Savings *(99.93% Initial + 4 Years of Recurring)*				$5,256,180

Many Public Safety and Justice Agencies struggle to obtain and maintain a unified understanding or Master Suspect Index from data spread across their enterprise. Competitive solutions struggle with this because they typically rely on exact name match only. IBM EAS automatically leverages all available suspect descriptors to produce a master index for the agency. Further, once IBM EAS is installed, real-time enterprise-wide search and discovery becomes a reality.

In one customer environment IBM EAS was installed, configured and delivered a unified analysis of 50M constituents in just 3 weeks.

New concerns and legislation continue to rise around the protection of citizen Personally Identifiable Information (PII

i.e. Citizen Name, address, phone, etc) IBM EAS provides a marketplace-unique solution that balances public safety concerns with citizen data protection. IBM EAS makes it possible for two or more disparate agencies to share sensitive data, protect citizen PII and still automatically discover identities and relationships common to each agency. This makes it possible for inter-state agencies and/or state and federal concerns to discover commonalities while protecting citizen PII.

Non-Compliance & Fraud

Any social benefit, including Tax, is subject to fraud and noncompliance. IBM EAS has been deployed to some of the largest Federal Tax Agencies in the world. In some cases EAS has reduced non-compliance case investigation time by 75% and has uncovered non-

compliance a human would never find. All of this adds up to a reduction in the Tax Revenue Gap.

Reliance on antiquated legacy systems to prevent fraud presents a significant challenge for Workers Compensation (WC) and Unemployment Insurance (UI). Legacy systems were not developed with a mission to stop threats before they occur. Insiders and or external threats understand these "Blind-spots" and succeed by persistently changing their identities to keep the claims payments flowing. See figure 2.

A New Level of Identity Awareness for Governmental Agancies

IBM InfoSphere Entity Analytic Solutions is an ideal solution for mitigating fraud and non-compliance within one agency, as well as across multiple
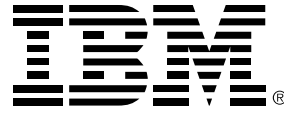
Figure 2: How IBM InfoSphere Helped Reduce a State's Workers' Compensation "Blind Spots"

Percentage of WC claims filed by persons who intentionally hid their identity	5%
Number of WC claims filed by persons who intentionally hid their identity	99,000
Average Cost of Overpayment	$500
Savings	*$49 million*

Figure 3: Relationships & Disguised Identities Uncovered During an IBM InfoSphere Entity Analytic Solutions State Goverment Project

Percentage of UI claims filed by persons who intentionally hid their identity	1%
Percentage of UI claims that also shared WC claims	15%
Number of injured employees that were or were related to fraud cases	1,500
Number of employee who were or were related to claimants	221
Number of injured employees related to their attorney	54
Number of injured employees related to their doctor	5

state/provincial agencies. Agencies from governments across the world are choosing IBM to help them to do resolve identities and relationships. Law enforcement, justice, taxation, social benefits, workers compensation, unemployment, immigration and border, homeland security, and many other civilian government agencies are recognizing immediate and substantial benefits.

For more information

To learn more about IBM Entity Analytic Solutions offerings, please contact your IBM sales representative or visit:

ibm.com/software/data/ips/products/masterdata/eas/