

From Paper Dependency to AI-Powered, Data-Driven Decisions

Massachusetts Registry of Vital Records and Statistics

The Massachusetts Registry of Vital Records and Statistics is responsible for maintaining and issuing vital records such as birth, death, and marriage certificates.



Overview

Massachusetts Registry of Vital Records and Statistics needed a faster, safer way to access vital records still locked in paper files. DataBank digitized and indexed **10 to 12** million images, then used AI powered document processing to improve accuracy and searchability across varied formats. With built in validation and recovery checks, the Registry received trustworthy data, not just scanned images. The result was a **70%** reduction in retrieval time, stronger security, and an analytics ready dataset that supports better planning.

Challenges



Information accessibility: Records existed only on paper; finding one took manual searching.



Security & compliance exposure: Physical documents were vulnerable to damage or loss and were harder to audit.




Inefficiency: Average **10 minutes** per request slowed service delivery and tied up staff time.




Physical storage burden: Growing storage needs and risk from environmental events.


Solutions



High-Volume Document Scanning



AI-Powered Document Processing



Cloud solutions



Robert Lebel

Project Manager, Massachusetts Registry of Vital Records and Statistics

"I've dealt with many vendors in my career. This project has been the most successful project by far. They've dealt with unforeseen anomalies more than once and delivered without asking for a change order. 'Easy to work with' is an understatement."

Implementation



Key Takeaways

Paper digitization, AI validation, and automation deliver accuracy, efficiency, and scalability for future-ready operations.



Useful & Secure Records

Reduce physical storage risk and unlock searchability.



Speed + Accuracy

Retrieval time reduced **70%** from **10** minutes to **3** minutes.



Operational Wins

Measurable time savings, better audit readiness, fewer re-requests to cities/towns.



Analytics Ready

Governed dataset enables trend analysis and better public health decisions.

Results

The Registry is now equipped to:



Analyze trends in public health data on top of clean, structured records.



Target investments in services based on evidence from longitudinal vital data



Promote long-term population wellness with faster, more reliable access to statewide records



Extend automation into adjacent processes (e.g., corrections, amendments, certified copy fulfillment)