

From 180,000-Report Backlog to AI-Accelerated Crash Report Processing

State Services Agency

A state services agency responsible for processing vehicle crash reports and sharing data with partners, modernizing intake and validation across multiple systems and vendors.



Overview

A state services agency faced a backlog of **180,000** crash reports as required data expanded from **14 to 221** fields. DataBank implemented AI powered capture and validation, integrated with third party APIs, and consolidated records into a single system of record. The solution achieved **90%** + automated indexing and reached peak processing efficiency in **90** days, enabling faster data sharing with partners.

Challenges

-  **Massive Backlog** – 180,000 crash reports needed to be processed and exported
-  **Expanding Data Requirements** – Required fields increased from **14 to 221** (with potential to exceed **500**)
-  **Third-Party Complexity** – Integrations with external vendors and APIs added technical challenges.
-  **Manual Processes** – Prior to DataBank, one person indexed all document fields (**100%** manual)
-  **Disparate Systems** – Critical data was spread across multiple systems, limiting visibility and access

Implementation



Key Takeaways

Intelligent automation and validation cleared backlog, achieved **90%+** auto-indexing, accelerated deployment, and created a scalable, unified system.



Backlog Eliminated

Backlog addressed through intelligent automation and validation



Automation Indexing

90%+ automation rate across fields, minimizing manual corrections



Peak in 90 Days

Peak efficiency in **90** days (faster than plan)



Future-proofing

Future-ready framework positioned to process new forms and scale with evolving needs



Unified System of Record

Single system of record improves visibility, findability, and data-sharing speed



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Results



Extend the same automation to additional form types beyond crash reports



Sustain high accuracy with less manual effort via human-in-the-loop validation



Improve service delivery by accelerating data sharing with state and federal partners



Scale confidently across vendors and APIs without re-platforming

More About DataBank

DataBank is a trusted provider of data, document, and automation solutions for organizations with complex information environments. For more than 30 years, we have helped enterprises securely manage, process, and activate high value information at scale.

Today, DataBank offers a flexible portfolio of solutions and services designed to meet clients where they are, whether they are modernizing legacy repositories, automating document heavy processes, or building a stronger foundation for analytics and AI. We help organizations turn information into a strategic asset by improving accessibility, governance, and usability so teams can act on trusted data faster and with less effort.

We combine proven operational expertise with modern AI, automation, and cloud technologies to help clients reduce manual work, improve data quality, and accelerate decision making without disrupting existing systems. From strategy through execution, DataBank is an end to end partner built to deliver measurable outcomes in even the most complex environments.