Case Studies
Department of Veteran’s Affairs (VA)

The Organization
The VA focuses on three issue areas affecting U.S. Veterans: Health Care, benefits, and Burials and Memorials. The VA employs an estimate of 280,000 people at hundreds of facilities, clinics, and benefits offices across the U.S. The agency has approximately 400 geographically dispersed components that maintain FOIA requests of interest to the public.

Challenge
As FOIA requests continued to grow across the agency, the VA recognized a need to standardize its processes agency-wide and infuse a level of automation to drive efficiencies. The agency, and its network of offices, had a growing need for technical and administrative assistance for a FOIA request processing solution to reduce high backlog, technical inefficiencies, and provide cradle-to-grave services for the agency’s FOIA request processing.

In addition, VA required the system to be hosted in an approved and cleared facility that maintained high service reliability with failover, ensuring high performance and maximum availability.

Solution
FOIAXpress® was an immediate fit to support the VA’s unique e-FOIA requirements across the entire enterprise. By satisfying their ‘Cloud First’ mandate, the VA was able to leverage AINS’ FedRAMP-certified Data Center to meet their hosting requirements, minimizing long-term maintenance and support costs. FOIAXpress is currently used by over 1,000 VA FOIA professionals across the globe, processing over 70,000 requests annually.

AINS provided additional support services to the VA to expand the agency’s use of FOIAXpress’ reporting feature and integrated document management redaction tool. This support has significantly improved the VA’s ability to complete reporting requirements on-time and has expanded accountability across the Department.

Results:
- Simplified Reporting
- Centralized FOIA Processing into one system
- Increased Efficiency
- Integrated Redaction Capabilities Sped up Processing
- Provided Enhanced Security with the AINS FedRAMP Certified