



Democratizing Data and Empowering Employees with AI-Driven Analytics

Organizations are drowning in data, but many of them still struggle to transform this information into insights.

Governments experience these challenges, too, but arguably the stakes are much higher. The data agencies collect is a powerful tool to improve citizen service, solve public policy challenges and make the communities they serve a safer, better place.

How can agencies drive more value from their data, especially with never-ending budget constraints and legacy technologies that don't equip them to deliver the best citizen experience?

AI-driven analytics may be the answer.

AI, or artificial intelligence, helps state and local governments automate and scale data collection and analysis and

allows technical and non-technical users alike to increase their data fluency and generate insights from the millions (and potentially, billions) of data points they collect.

One company, ThoughtSpot, is building AI-powered analytics to make unearthing and leveraging insights simple. The company has brought the power of AI and search together to democratize

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data and empower anyone within an organization to become both a creator and consumer of insights.

The approach has proven successful so far. Organizations like Walmart, Rolls Royce, and Hulu — as well as agencies in both the federal and local government — have adopted ThoughtSpot. The company has received significant market recognition for its secure, compliant solution for search and AI-driven analytics that is simple, smart, and fast. The company was named a leader in the 2019 Gartner Magic Quadrant for Analytics and Business Intelligence Platforms, one of the 100 most important cloud companies in the world by *Forbes Magazine*, and a technology pioneer by the World Economic Forum.

With ThoughtSpot, anyone can quickly analyze billions of rows of data from any data source — including legacy systems — by simply asking a question in a search bar, or get answers to questions they didn't even think to ask with SpotIQ, ThoughtSpot's AI engine. ThoughtSpot provides true self-service for everyone within an organization, empowering them

to efficiently gather granular insights and spot anomalies, correlations or trends in data more quickly than they could on their own. And with object-level security integrated into the search bar, organizations never have to worry that the right users have the right permissions to access certain data sets.

The solution has several public sector applications that can transform how state and local governments serve the public, including:

- **Driving solutions for social services:** ThoughtSpot can drill down through millions of records in seconds to identify potential irregularities and help an organization easily identify at-risk populations so it can provide better and more timely preventive care for those in need. For example, SpotIQ recently did this with 2.4 billion publicly available DEA records and within nine seconds found outliers of providers that prescribed a high level of pills per person. The system successfully pinpointed the top outlier — a Ohio pharmaceutical company that had been indicted for opioid distribution.

- **Delivering better citizen services:** The citizens that government agencies serve expect timely and personalized service. ThoughtSpot gives agencies access to transactional-level details about the constituents they serve, allowing them to provide better and more timely services for citizens that need it most.

- **Building safer communities:** ThoughtSpot allows any municipality to identify congested and accident-prone areas and more accurately deploy resources to reduce congestion and potential traffic accidents, making roadways safer for residents, pedestrians and motorists. In a similar fashion, law enforcement can now see the area of most concern and deploy resources more rapidly.

State and local governments spend too much time and human capital prepping and cleaning data sets and manually pulling reports and dashboards. ThoughtSpot can help organizations save valuable time and resources so they can reinvest into delivering a better, more personalized citizen experience.

For more information, visit:

<https://www.thoughtspot.com/solutions/government-analytics>

