

Q&A: How AI-powered automation is advancing government contract management

Introduction

The process of government contract management is shaped by compliance, risk and productivity pressures. And today, these pressures are only intensified by legacy systems and manual data management, making it difficult to surface critical and ever-changing information.

With these insights out of reach to the AI agents, workflows and teams responsible for creating, reviewing, and maintaining contracts, processes stall and compliance risks quickly surface.

So, how can you advance procurement from a process burdened by risk to one that's built for resilience?

For over 40 years, the public sector has put their trust in Tungsten to transform their critical government processes. Recognized by analysts as a leader in Intelligent Document Processing (IDP), we help governments turn documents into AI-ready insights that power contract management workflows – safely, at scale, and with speed.

In this Q&A session, John and Alec explore how governments can gather and employ critical contract information with advanced document and workflow automation.



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Director of Sales
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Sales Director and Program Executive
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How would you describe the current state of government contract management? What are the most persistent bottlenecks in the process?

Alec Wyhs: There is a manual process to everything, and those processes introduce a human component. Anytime there's a human component, we're going to be running into issues with errors, typos, little things missed, and contracting within government is no different.

You also have compliance burdens and documentation issues, making sure that your records are accurate and that they're compliant with relevant requirements. In addition to that, there's compliance from a vendor perspective and the complexity of complying with purchasing requirements, whether that be specific set-asides or leveraging a specific contracting vehicle. The Army, for example, has its own contracting vehicle, ITES, run by the CHES programming office.

Then there are the lengthy cycles. The average buying time is probably 18 months. These contract vehicles do help with expediting some, but it's not a one-patch, fix-all type of issue. We need to figure out where we can cut the fat, where can we trim that down, and hopefully that will cut down the timelines of these acquisition cycles.

John Beglan: Also, further adding a layer of complexity, I have a Department of Defense (DOD) customer, for example, who is responsible for many large, multibillion-dollar contracts. There are over 32,000 suppliers they have to manage. When trying to understand what the collective buying power of the DOD is over time – it's like the equivalent of searching for a needle in a haystack, but the haystack is the size of the United States. That is a huge pain point for the government to understand, what is the fair market value that they pay for specific parts or products or services across multiple contracts. The only answer is technology.





What can automation bring to the contract management lifecycle? Where is it most impactful?

Beglan: There's an intense supplier management component, the invoice component, the review of the contract component – those three components require a massive amount of manual intervention at the current time and state. This leads to inefficiencies, delays and increased risk due to human error. Automation can remove that risk, and help accelerate the processing of invoices and supplier management. Suppliers need information as well, to satisfy FAR regulations in that process, and all of this has to be dealt with to maintain compliance and accuracy in the process of transaction.

Wyhs: Even the compliance feedback loop, being able to confirm compliance, is something that can be automated. You put in a bunch of checks, and a smart AI system will be able to go through and confirm that each of the boxes have been checked. Right now, that's another piece of this that tends to be manually done.

Beglan: Absolutely. Automation can help fill gaps and ensure that the process is not 18 months but a lot less. We believe we can take that number way down with automation.



The government workforce has seen a lot of changes over the past year and is often asked to "do more with less." How can modern solutions provide support?

Beglan: Putting intelligent workflow automation in the hands of a government employee takes away a lot of the burden around mundane, routine tasking so they can focus more on higher-level cognitive decision-making. That makes your job a lot better, and I think more pleasing, which is something that can be overlooked quite often. And at the end of the day, they'll see more predictability, and cost and time savings, key elements the government is constantly seeking and part of the efficiency equation.



How can Tungsten support government leaders looking to reap the benefits of automation in contract management and other workflows?

John Beglan: Tungsten has had a front row seat to almost every government operation in the United States for the last 40 years, and I challenge anyone to find a company with more experience. There are consulting practices that build their whole companies around such a knowledge base. We're uniquely qualified as a software vendor because of that experience and supporting our large install base over that time. That has translated into our product development, that has translated into the conversations that we have in recommending solutions.

A big part of what we do in the public sector is educating our government customers or prospective customers: 'This is what we've done, it's similar to what you're about to embark on,' etc. We believe that both our solutions and our consultative discussions can make a difference. We're in the business of making sure that our government has the right tools for the right job.

Wyhs: Tungsten truly is one of the best-of-breeds in their space, from a workflow automation standpoint, from a scanning and digitization standpoint. Seeing the impact that they have on the customer base, and the reach and scale at which they're able to do it, has been incredible. It's a company that has a history of success, has the awareness to be able to adapt, and the capability and resources to make those adaptations.

Put your trust in Tungsten Automation

With 40+ years' experience serving the public sector and chosen by 25,000+ customers, Tungsten uses market-leading IDP and responsible AI to streamline legacy contract management workflows, reduce backlogs, and strengthen compliance.

Discover how together, we can modernize your contract management processes.

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