



Reduce paper reliance



Improve compliance

Real-time access to clinicians

Why

Records management in government contexts involves the systematic control of creating, maintaining, using, and disposing of records. This includes physical and digital documents and requires careful attention to retention schedules, security classifications, and accessibility requirements. Tungsten Automation improves records management solutions by incorporating document and content AI with decisioning AI and generative AI, to automatically classify, index, and manage government records. Post-capture processing is efficiently supported by providing next best action and decisioning support through comprehensive process orchestration.

The automation of records management delivers significant benefits to government agencies by reducing manual handling, ensuring compliance with retention policies, and improving document retrievability. This means better compliance with regulatory and security requirements and reduced risk of information loss or mishandling. The public benefit from faster access to their records, improved transparency in government operations, and better protection of their personal information.

How

A leading example is Cerner (now [Oracle Health](#)), which uses Tungsten Automation solutions to digitise and manage billions of healthcare records for clients worldwide. By automating document capture and integrating records directly into electronic medical systems, Oracle Health has reduced paper reliance, improved compliance, and ensured clinicians have real-time access to patient information. This shift not only streamlines operations and lowers costs but also enhances data security and patient care—demonstrating the transformative impact of modern records management.

Major Australian government departments process fortnightly payroll with hundreds of thousands of digitised documents, enabling staff to efficiently access and verify information before salary payments. This automation saves time, reduces paper storage, and enhances transparency, trust, and compliance in handling staff queries.

Learn More

Join the thousands of agencies transforming their processes with Tungsten Automation.

Visit TungstenAutomation.com to request a demo.



View more at our Australian government website