



END-TO-END DIGITAL JOURNEY

Interview with Scott Swidersky

Vice President Quality Associates, Inc. a Konica Minolta Company



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What inspired QAI to create this “end-to-end digital journey” exhibit at 930gov?

QAI has proudly participated in 930gov for several years, consistently engaging with government leaders and showcasing our evolving capabilities in digital transformation. As a trusted partner to numerous federal agencies, we understand that transitioning from paper-based processes to fully digital, compliant workflows is rarely a simple task. It involves a series of interdependent steps—capture, classification, extraction, validation, integration, and secure storage—all of which must align with stringent regulatory and operational requirements.

Our clients are often searching for a holistic, scalable solution that can be implemented across a single site or an entire enterprise. They also face a complex array of options when designing their digital modernization strategies. To address these challenges and demystify the transformation journey, QAI developed the “end-to-end digital journey” exhibit.

This interactive showcase was designed to visually and practically represent the full spectrum of our capabilities—from initial document intake to final digital output. It allows attendees to see how each stage of the process works in unison, and it gives them a clear understanding of how QAI can tailor solutions to meet their unique needs. The exhibit reflects our commitment to not just talking about transformation, but showing it in action—helping clients see what’s possible.

How does this year’s exhibit reflect QAI’s broader mission in supporting government records modernization and compliance?

This year’s exhibit is a direct reflection of QAI’s core mission: to empower government agencies with the tools, processes, and expertise needed to modernize records management while ensuring full compliance with evolving federal mandates.

By showcasing the full “end-to-end digital journey,” the exhibit brings to life how QAI supports agencies at every stage of the modernization process—from legacy paper conversion and intelligent data capture to secure digital workflows and records lifecycle management. Every element of the exhibit is grounded in real-world use cases, demonstrating how QAI helps agencies meet requirements like M-19-21 and other compliance standards, while also improving efficiency, accessibility, and data governance.

This interactive experience reinforces QAI’s role as a strategic partner—not just a technology provider—who understands the complexity of public sector environments and delivers solutions that scale, comply, and endure.

Can you walk us through the user experience attendees will have when visiting the exhibit?

When attendees visit QAI’s “end-to-end digital journey” exhibit, they’ll step into a guided, immersive experience that walks them through each critical phase of the records modernization process. The exhibit is designed to mirror real-world agency challenges and show how QAI’s integrated solutions can address them—from intake to digital output.

The journey begins with the physical document—demonstrating how paper records are captured and digitized using advanced scanning and imaging technology. From there, attendees move through stages of intelligent data extraction, automated classification, and validation, gaining insight into how AI and machine learning enhance accuracy and efficiency.

Next, the exhibit highlights secure content management and workflow automation platforms, showcasing how digital records are stored, routed, and managed in compliance with federal mandates. Attendees will also see how QAI enables seamless integration with existing agency systems, ensuring continuity and scalability.

Throughout the experience, visitors are encouraged to engage with subject matter experts stationed at each stage, ask questions, and explore how these capabilities can be customized to their agency’s specific needs. By the end, they’ll walk away with a clear, tangible understanding of what a successful digital transformation looks like—and how QAI can help them achieve it.

What type of conversations are you hoping to spark with federal attendees at 930gov?

At 930Gov, we're looking to spark meaningful, solution-focused conversations with federal leaders who are navigating the complexities of records modernization, compliance, and digital transformation. Our goal is to better understand the unique challenges agencies are facing—whether it's meeting federal mandates like M-23-07, managing high volumes of legacy paper records, or integrating modern solutions into aging IT environments.

We want to explore where agencies are on their digital journey and discuss how QAI can help bridge the gap between where they are today and where they need to be. We're especially interested in conversations around scalability, interoperability, and practical implementation—topics that are often overlooked but critical for long-term success.

Ultimately, we hope to shift the dialogue from “what’s possible” to “what’s actionable”—helping agencies identify real-world steps they can take now to advance their modernization goals with confidence and compliance.

Where do you see the biggest opportunities for innovation in federal records over the next 2–3 years?

Over the next 2–3 years, we see significant opportunities for innovation in three key areas of federal records management: automation, artificial intelligence, and cloud-based interoperability.

First, automation will continue to transform how agencies manage records—particularly in areas like data capture, classification, and retention scheduling. By reducing manual effort and human error, agencies can accelerate compliance and free up resources for more strategic initiatives.

Second, AI and machine learning are poised to play a much larger role in making federal records more intelligent and actionable. These technologies will help agencies extract deeper insights from unstructured data, improve searchability, and support more informed decision-making.

Finally, the shift to cloud-based platforms presents a major opportunity to modernize legacy systems, enhance security, and promote greater collaboration across agencies. With the federal government prioritizing secure cloud adoption, we expect to see increased momentum in creating scalable, agile environments that support the full lifecycle of digital records.

Together, these innovations will not only help agencies meet compliance mandates—they will also redefine what's possible in terms of efficiency, transparency, and service delivery across the federal landscape.

You've been a consistent presence at 930gov over the years—what keeps you coming back?

930gov continues to be one of the most valuable events for engaging directly with the federal community on the topics that matter most—modernization, compliance, and operational transformation. What keeps us coming back year after year is the quality of the conversations and the depth of engagement we're able to have with agency leaders, program managers, and IT decision-makers who are actively driving change within their organizations.

It's not just about showcasing our solutions—it's about listening, learning, and collaborating. Each year, we walk away with new insights into the evolving needs of our federal partners, and that helps us refine and expand how we deliver value.

930gov provides the ideal platform to demonstrate thought leadership, share success stories, and build lasting relationships. For QAI, it's more than a trade show—it's a strategic opportunity to help shape the future of federal records management and digital transformation.

If there's one takeaway you hope attendees leave your booth with this year, what is it?

The key takeaway we want attendees to leave with is that successful records modernization is achievable through a comprehensive, end-to-end digital approach — and that QAI is uniquely equipped to guide agencies through every step of that journey.

We want them to understand that digital transformation isn't just about technology—it's about integrating solutions that ensure compliance, improve efficiency, and adapt to each agency's unique challenges. By partnering with QAI, agencies gain a trusted, experienced partner who delivers scalable, practical solutions designed specifically for the complexities of the federal environment.

