

Artificial Intelligence in the service of public administration

The cloud platform that unifies institutional knowledge, automates administrative routines, and supports decision-making, with complete traceability and without replacing existing systems.

Docana connects the systems, documents, and databases the agency already uses and delivers, on top of that foundation, **Artificial Intelligence applications** capable of answering questions, executing workflows, and producing management reports. Nothing is migrated, nothing is replaced: the platform reads institutional systems in real time and returns grounded answers, always with the source indicated.

Built on the most advanced AI models available today (Anthropic Claude, Google Gemini, and OpenAI GPT), Docana already runs in production at publicly traded companies and public agencies, in processes that demand exactly what public administration demands: **precision, auditability, and defensibility of every answer.**

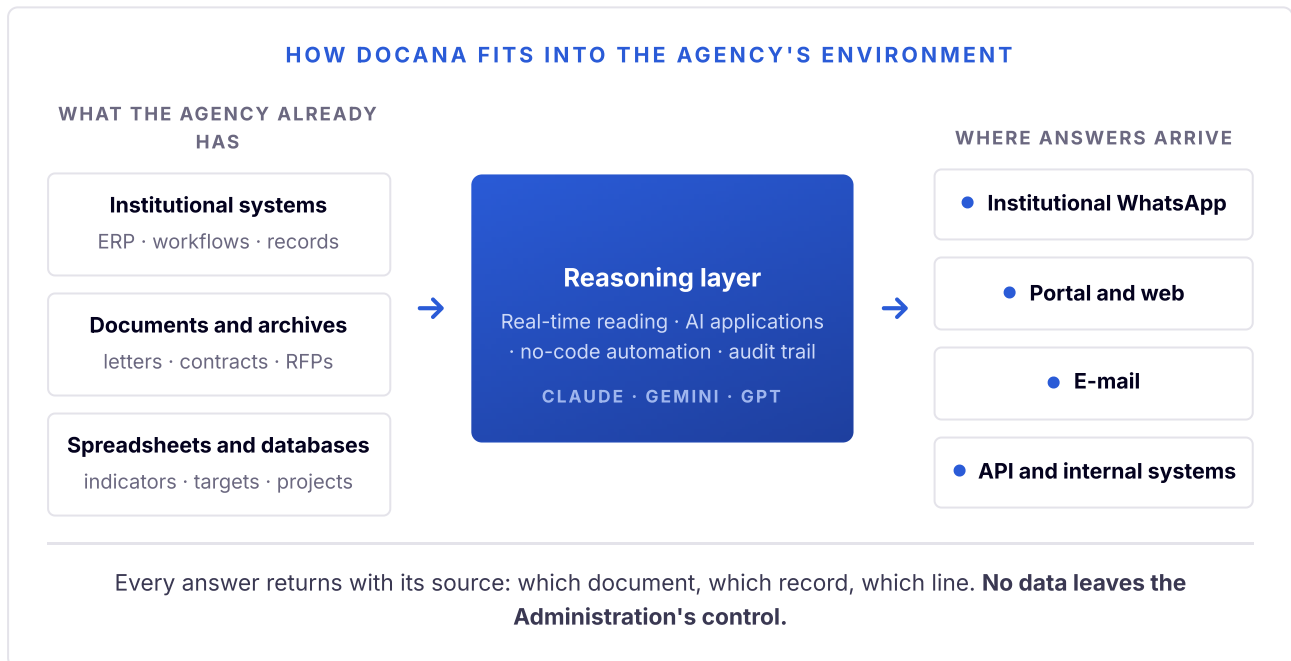


Fig. 1: Docana operates as a layer over the existing infrastructure, with no migration and no system replacement.

What the platform offers the public manager

Six integrated capabilities in a single solution, accessible from a browser, with no local installation.

Unified institutional knowledge

Ingestion and indexing of documents in any format: letters, contracts, terms of reference, spreadsheets, images, audio, and video. The agency's archive becomes searchable in natural language, with answers in seconds.

No-code automation

Civil servants without technical training build automated workflows and internal applications: data consolidation, status updates, deadline checks, responses to recurring requests.

Reports and control panels

Automated generation of management reports and dashboards with performance, deadlines, and status, direct input for the executive office and for oversight bodies.

Project management and monitoring

Individualized environments per project or program, with automated identification of deadlines, risks, deliverables, and pending items, and integrated tracking of targets and indicators.

Service on existing channels

The same agent answers on institutional WhatsApp, on the portal, by e-mail, or via API, for authorized staff or for citizens, 24 hours a day, always restricted to what the agency authorizes.

End-to-end traceability

Every query, action, and answer is recorded with a deterministic audit trail: which document, which record, which line grounded each result.

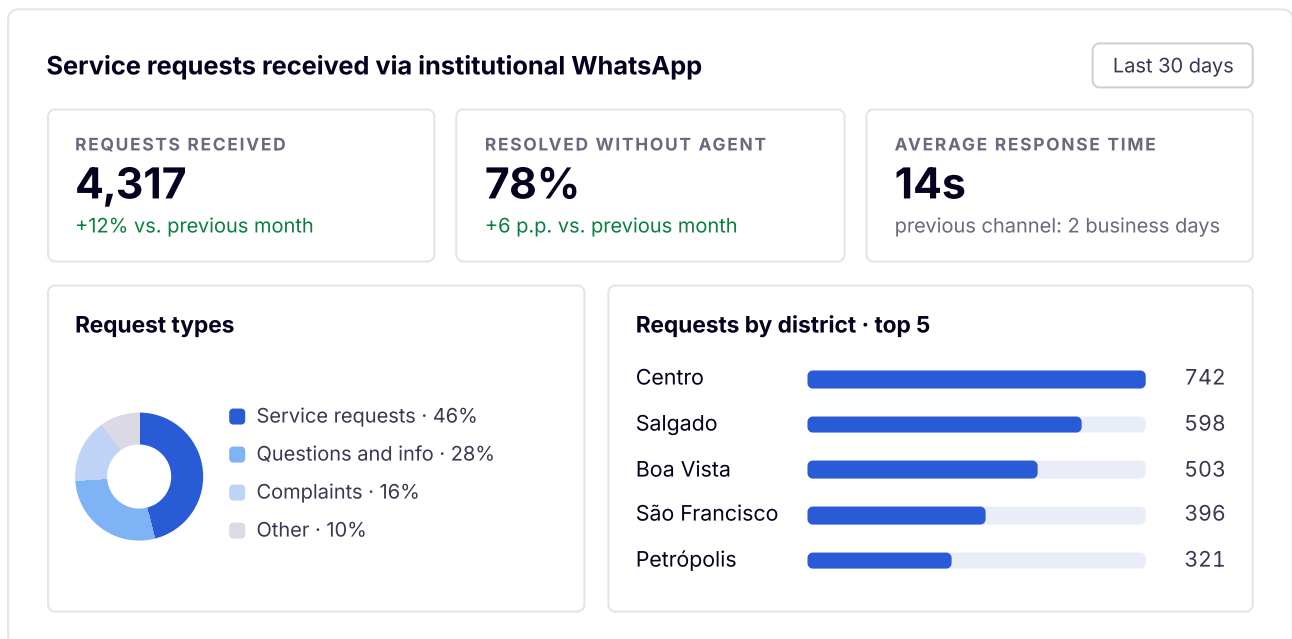


Fig. 2: Example of a management dashboard. Every interaction becomes structured data (type, district, resolution), with records and an audit trail. Illustrative data.

Results in production

Real cases, in continuous operation, verifiable at docana.com/use-cases.

20,000

resumes analyzed in hours

PUBLIC AGENCY · RESUME SCREENING

Work that required an outsourced review board for 2 to 3 months is now completed in 48 hours, with a deterministic audit trail per result. About 400 legal challenges per cycle lost their grounds, because every candidate receives a clear, data-based justification.

90%

reduction in manual tax-document work

PUBLICLY TRADED COMPANY · TAX DOCUMENTS

1,500 tax documents per month that no system could process are now read, categorized, and cross-checked automatically against purchase orders and Brazilian tax rules, a result proven over three months in production.

50,000

messages handled per month

MULTICHANNEL SERVICE · WHATSAPP AND WEB

A service agent integrated with the ERP and CRM answers in writing and by voice, on any channel, with a 55% reduction in escalations to human agents. The model applies directly to citizen services.

20,000+

technical pages consulted in real time

FIELD ENGINEERING · WHATSAPP

500 engineers and foremen consult standards, procedures, and blueprints via WhatsApp, including by sending photos or audio, and receive the answer with the source page attached. The same pattern serves municipal works, inspection, and maintenance teams.

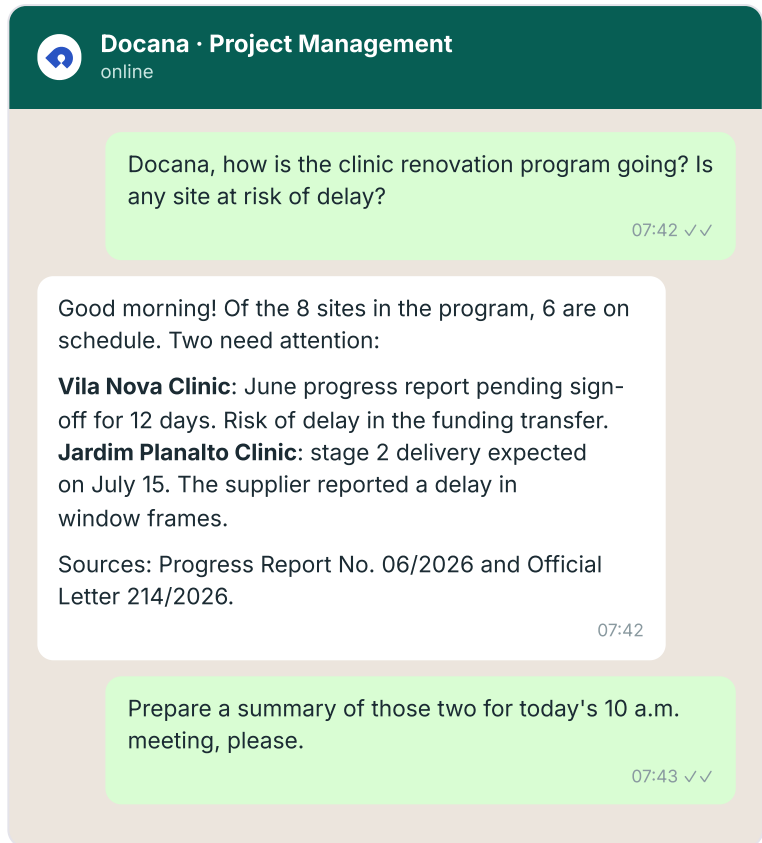


Fig. 3: In the field or at the office, the manager asks in natural language via WhatsApp and receives a consolidated answer built from institutional data, with sources indicated. Illustrative conversation.

Security, data protection, and governance

An architecture designed to pass the most demanding security and oversight review.

- **Read-only by default.** Agents access the agency's systems for queries only. Any write action requires an explicit rule defined by the Administration.
- **Data protection compliance (LGPD and GDPR).** Data encrypted in transit and at rest (AES-256), two-factor authentication, logical segregation of environments, and a contractual ban on using data for any purpose beyond the contract.
- **Deterministic audit trail.** Every answer is reproducible and traceable to the source document and record, defensible before internal and external oversight bodies.
- **The data belongs to the Administration.** At the end of the contract, all databases and content are returned in an open, structured, interoperable format.
- **Flexible deployment.** Docana-managed cloud, the agency's own private cloud (GCP, AWS, or Azure), or on-premise, for environments that require full isolation.

How deployment works

A continuous service, with deployment concentrated in the first month and assisted operation throughout the term.



Fig. 4: From the situation-room dashboard to the manager's WhatsApp, the same institutional knowledge base.

See the platform running on real data

In a 30-minute demonstration, we connect Docana to a sample of the agency's own documents and show what the platform delivers in the first hour.

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