VIDIZMO.AI

Case Study
A Major County in California

◆ **Website**	◆ **Location**	◆ **Industry**	◆ **VIDIZMO's Solution**
N/A	California	Government	VIDIZMO Redactor

About Our Customer

Home to over 3 million residents, our customer was a county situated in the Los Angeles metropolitan area in Southern California. Being one of the largest counties in state of California, it serves a variety of social services to its diverse community of residents.

These include public health programs, community-based services, and partnerships with non-profit organizations.

Challenges

One of the largest counties in the state of California faced a challenge in protecting the privacy of its citizens. To improve the quality of its health and human services and gain valuable information about caller satisfaction, the county considered using an experience management platform to analyze call recordings.

However, the challenge came when the county government realized the calls contained Personally Identifiable Information (PII) like names, phone numbers, social security numbers (SSNs), etc. That meant the recordings could not be shared with third-party providers outside of the state due to California's stringent data privacy regulations like the CCPA and CPRA.

The only way to proceed was to ensure that all PII was redacted from the call recordings before they left the state's possession. This required a solution that could effectively identify and remove sensitive information from the recordings while preserving their value for analysis.

But to do that, the solution needed to do two things. One, it needed to be able to redact a large volume of calls, given that the county receives 1.1 million call recordings per year. Two, it needed to be installed within the county's four walls so that no PII left the jurisdiction.

Solution

VIDIZMO Redactor, a cutting-edge AI-powered redaction software, proved to be the ideal solution for this unique challenge. With its advanced capabilities and flexibility, VIDIZMO Redactor met the county's specific requirements and addressed the critical need for data privacy and security.

Thanks to its flexible deployment options, VIDIZMO Redactor was able to be deployed in the county's own private cloud—the same one they used to store the call recordings. This allowed VIDIZMO Redactor to integrate with the county's existing systems and workflows and meant sensitive information remained within the state jurisdiction.

Additionally, VIDIZMO Redactor's powerful bulk audio redaction capabilities allowed the county to automatically redact PII from large volumes of call recordings. This allowed them to safely share the recordings with third-party service providers for analysis without infringing on any data privacy laws.

Using VIDIZMO Redactor, the county was able to improve its operational efficiency by saving valuable time and resources. This allowed them to focus on their core mission of providing essential services to their residents.

Impact in a Nutshell

◆ Scaled the redaction of large number of calls with bulk audio redaction.

◆ Helped maintain the security posture of the county by deploying within their own infrastructure.

◆ Streamlined the redaction process with automatic PII detection and redaction.

About VIDIZMO Redactor

VIDIZMO Redactor is a powerful AI-powered redaction software that allows organizations and individuals to redact sensitive information from videos, audio files, images, and documents to ensure data privacy and compliance.