

Document Analytics and AI

Product name: CaseReviewAI

Recordsure

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Recordsure Document Analytics and AI to evidence, review and prioritise documents or cases

CaseReview AI enables government to ingest and access different digital document types into one simple viewer, from which you can easily interrogate and analyse information, producing irrefutable audit trails.

With a fully configurable workflow and integration with Microsoft Power BI, CaseReviewAI is an all in one solution for managing document based case files for any kind of investigation.

Integrated with ConversationReviewAI provides a multi-media capability, incorporating audio recordings alongside documents.

1. Features

1.1 Prioritise

Highly capable and configurable workflow engine enabling real-time integration with BPMS, DPA and other workflow systems or functioning independently as an end to end tool.

- Automate allocation of cases to team and/ or individual inboxes, based on capability or other routing algorithms.
- Manage handovers to different teams/ individuals once certain process steps have taken place.
- Apply different questioning frameworks based on the case information entered.
- Enable typically free text narrative to be entered as standard configurable entries that can be analysed quantitatively.
- Automate communication to different stakeholders at agree points in the process
- Create consistent configurable output documents to summarise outcomes and include the evidence bookmarked during the review process.

1.2 Review

Navigate complex case documentation efficiently and search smarter with the universal viewer.

- Experience of working with individual cases of up to 55000 documents and enabling the logical filtering and navigation through them to make sense of what has happened and what is important.
- Modern, flexible UI/UX to help consume and digest complex files quickly and easily.

1.3 Identify

Sophisticated AI classifies documents and dates within cases faster and more accurately than humans.

- Automatically creates a full timeline of documentation that is easy to navigate and focus efforts on the right records.

1.4 Discover

Deep neural net technology utilised to search across all documents to discover pertinent sections linked to configurable topics of interest.

- Search results provided via an easy to use interface.

1.5 Evidence

Annotate and bookmark findings to create an authoritative output of review, for easy import into archival systems.

1.6 Continuous active learning

Accepting or declining search results will train and enhance the underpinning AI models.

- Experiencing how users bookmark elements of documents will train the AI model to suggest evidence on future reviews.

1.7 Interrogate

Easily configure reports to identify trends in performance and outcomes using the capabilities of Microsoft Power BI, which sits across all the data generated by the workflow.

1.8 Additional features

- Trained on government specific language, uses 'best practice' data
- File ingestion, wide variety of files-types supported (over 140)
- Automated redaction capabilities also available.
- Uses latest aes-256 encryption for data encrypting, ISO27001 certified

2. Benefits

- 97% AI-driven accuracy and output consistency ensure quality outcomes
- Significantly expediting a largely manual process while improving quality
- 100% of files are categorised, searchable, easy to review
- Documents organised in time order and into relevant cases
- Automatically bookmarked sections relevant for review by human reviewers
- Increased operational efficiencies, >50% reduced time per review
- Evidencing quality assurance, processes and outcomes, irrefutable audit trails
- Actionable process feedback, better supervisory oversight, advanced training tools
- Infinitely scalable and readily replicable
- Smart technology red-flags issues for human reviews

3. Case study

Consultancy Managed Services – UK scaled up file review provisions without increasing costs.

3.1 The challenge

A UK consultancy firm was looking to scale up its managed services provision of wealth advice reviews but without a linear scaling of costs.

The client was open to achieving this via either an increase in efficiency using AI or by increasing their users' effectiveness with a dedicated advice review tool. The targeted increase in user output was 20-25%, but with a clear steer that there could be not be in exchange for the quality of the output provided.

The firm was also looking to enhance their proposition by providing trend analysis on the findings which would allow the end client to target training and competency interventions and complement any Consumer Duty dashboards they may have.

3.2 Recordsure solution

Recordsure deployed its full suite CaseReviewAI solution of workflow, AI and BI/MI to meet the challenge provided by the consultancy.

That combination drove an increase in efficiency of >50% against the firm's original target of 20-25%, increased the consistency and quality of the review output they were previously providing and – through the thematic trend analysis – delivered a proposition enhancement to their end clients of where their hot spots lay.

3.2.1 Workflow

By embedding the process and procedures in automation, we were able to provide a consistent approach to each and every review, giving confidence of equitable treatment across all clients.

That consistency of review allowed the surfacing of root causes and trends within our Business Intelligence/Management Information (BI/MI) module.

3.2.2 AI

By using AI to remove some of the lower skill tasks (classification and dating of documents) and bringing key parts of the document to the user rather than the

user go hunting for it, we were able to provide immediate efficiency gains from the existing manual approach.

Together with the purposefully designed UI that allows the reviewer to record the conclusion and the evidence to support that conclusion and summarise both in a dedicated set of outputs, not only did we ensure no quality was sacrificed at the expense of efficiency; we increased it.

3.2.3 Bi/Mi

Our BI/MI module provided both the operational information for the consultancy to manage their users (average handling time/breakdown by outcome types) and the analytical information (breakdown by product, advisor, client group, vulnerable customers etc) that they could provide as a value add to their end clients.

3.3 Client benefits

- Classification and dating success rate of 92%
- Reduced file review time by 50%
- Removed low skilled tasks from highly skilled people increasing the company's efficiency and their employees' job satisfaction
- Provided evidence pack of all marked-up documents used to support the conclusion
- Delivered full suite of workflow, AI and BI/MI to provide holistic file review solution

Recordsure has been serving this client since 2016 and on average processes 1,500 – 2,000 file reviews per year.