AVoyatek

Impact Report

The outcomes we delivered for our clients and the people they serve in 2024.

Letter from the CEO

This year our company came together under our new brand name. Inspired by the Voyager 1 space probe, the spacecraft that has explored farther from Earth than any before it, the name Voyatek pays homage to the government's achievements in innovation and reflects our commitment to creating lasting change through technology.

In 2024 our relentless pursuit of what's best for our clients and our dedication to our team of nearly 800 talented professionals allowed us to deliver exceptional outcomes for our clients and the people they serve. Though our services and solutions continue to strengthen and evolve, our mission of creating healthier, safer, and more prosperous communities remains steadfast.

Here's to an even more impactful 2025.

Lisa Mascolo, Chief Executive Officer

ΛVoyatek

38,922
students

2,934
teachers

LASER is delivering better outcomes for students across 74 school divisions in Virginia.

Empowering educators to make data-driven decisions

We partnered with Virginia's Department of Education (VDOE) to develop the Learning Analytics to Support Education and Reporting (LASER) platform, which enables administrators, support personnel, and teachers to better understand student performance across the Commonwealth. With real-time data about attendance, behavior, and coursework, teachers and administrators now have the insights they need to help students thrive.

State tax and revenue agencies have invested millions in technology modernization – and scammers have kept pace. To help our clients stay ahead of bad actors' strategies, our solutions leverage advanced analytics, artificial intelligence, and machine learning to detect and prevent fraud without damaging the taxpayer experience. To date, we've helped state agencies stop millions of fraudulent transactions.

$94 million
prevented in fraud for Maryland

This tax year our solutions prevented $94 million in fraudulent transactions and refunds. Since beginning our work with the Maryland Comptroller in 2017, we've helped stop a total of $515 million in fraud.

$38 million
prevented in fraud for Missouri

Our solutions prevented over $38 million in fraudulent refunds in Missouri this year. Since deploying our solutions with the Missouri Department of Revenue in 2017, we've prevented $165 million in fraud.

Prevented more than $67.3 million in fraud

This tax year our solutions detected approximately 32,750 fraudulent returns in Arizona, preventing more than $67.3M in fraudulent refunds for the Arizona Department of Revenue.

We've been supporting Arizona Department of Revenue (ADOR) with our tax analytics solutions since 2015, helping the agency maximize revenue collection and increase compliance. ADOR uses our Remote Seller solution to identify out-of-state retailers and deploy intelligent strategies to bring them into compliance. This year Remote Seller identified nearly 1000 new remote sellers and exceeded its revenue collection goal by $10 million. We also support ADOR's fraud and compliance initiatives. This tax year, our compliance processees generated $6.5 million in revenue from refund adjustments.

$35,000,000

in new revenue

In support of the California Air Resources Board's (CARB) Clean Truck Check (HD I/M) program, Voyatek developed and deployed an easy-to-use portal that allows truck and fleet owners to register their vehicles and pay fees. The program will provide significant reductions in smog-forming and carcinogenic toxic air pollution.

The CARB portal has served more than 1 million vehicles and has generated $35M in annual revenue for California year-over-year.

717 Florida State Agencies

are contributing data to Florida Department of Law Enforcement's Computerized Criminal History system, representing 95% of active justice & public safety agencies in the state.

We developed and deployed Florida Department of Law Enforcement's (FDLE) Computerized Criminal History (CCH) system in 2020. The system is highly configurable, supports automated and manual processes, and integrates with various state and federal systems to ensure accurate and timely criminal history data management. Today, 717 agencies are contributing data to the system, allowing Florida law enforcement agencies to biometrically track the identified person through all phases and permutations of the criminal justice lifecycle.

2.6 million

parents and caregivers are supported by our WIC solutions

We've been serving the WIC community since 2004, delivering purpose-built solutions for clinical operations, participant services, and retailer oversight. This year, we proudly supported WIC programs across 14 states, one territory, and 11 tribal nations.

More than 2.6 million parents and caregivers rely on our software and mobile apps to access breastfeeding support resources, track their EBT balances, and find participating stores.
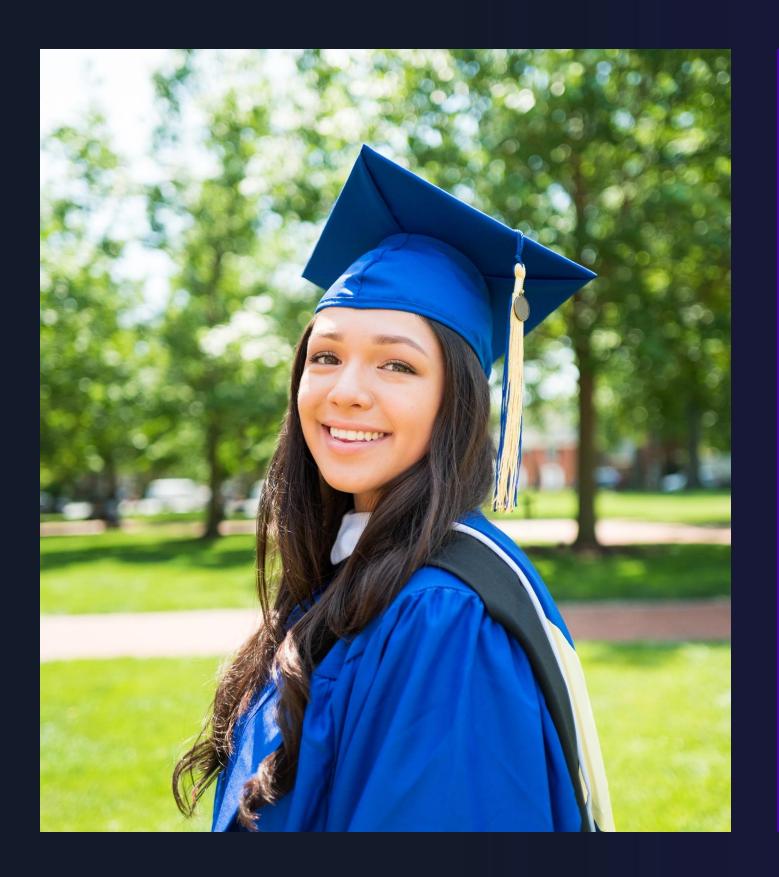
4.9 stars

★★★★⯪

California WIC's mobile app, developed and managed by our WIC team, has a rating of 4.9 stars and more than 60,000 reviews.

Nearly 100% of California's 1 million WIC participants use the mobile app.

346,532

college students nationwide are supported by Voyatek's Student Success Analytics platform

In 2024 we delivered custom analytics solutions to 31 colleges and universities across the nation. Our Student Success Analytics platform brings together each institution's data to create a more complete picture of the student lifecycle.

Our clients rely on our AI-powered solutions to prevent fraud, advance enrollment initiatives, optimize staff performance, and monitor institutional health.

60,000 words
transformed into 9 actionable insights

The City of Boston launched a Participatory Budgeting (PB) project to gather input from residents on how to allocate $2 million to city programs, services, and projects. The goal was to ensure that Boston's diverse communities had a voice in deciding how resources would be distributed.

After collecting feedback, which included 60,000 words (and some emojis), leaders needed to transform the public's comments into an actionable list of priorities. Manually processing and categorizing this unstructured data would have been time-consuming and prone to errors. Traditional topic modeling methods wouldn't maintain semantic coherence, especially for these short and complex responses.

We implemented an advanced topic modeling approach, BERTopic, to capture the full context of each idea, allowing our customer to identify patterns and connections between ideas, even when they were phrased differently. This structured approach transformed community feedback into a prioritized list of ideas, aligning the budget allocation with the true needs of Boston's residents.

4.7 million meals per month
reimbursed for child and adult care providers across North Carolina

Our Child Nutrition Program management system supports over 600 care providers across North Carolina. Implemented by North Carolina's Child and Adult Care Food program in 2023, our solution ensures that care providers are reimbursed for 4.7 million meals and snacks each month.
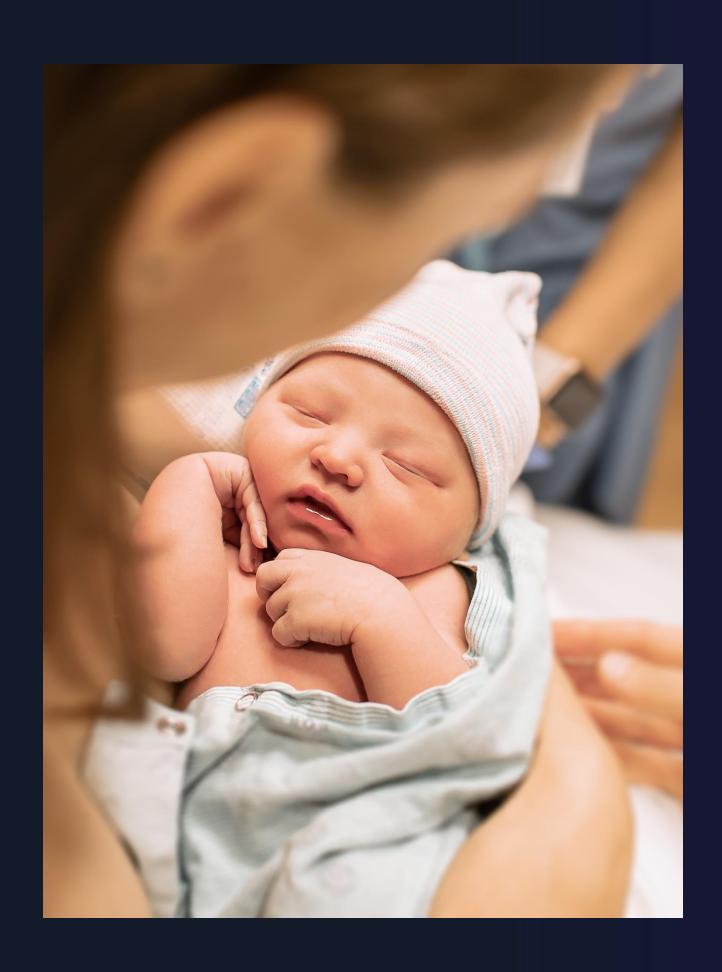
250 employees

across Maryland state government completed Voyatek's Introduction to Data Management online course

Developed by our data and analytics experts, the Introduction to Data Management course improves data literacy by introducing state employees to best practices for data governance, data sharing, data privacy, and data security.

200,235 births registered

by our Vital Records Management solution in Pennsylvania and New York City

Our Vital Records Management (VRM) solution is a modular, modern and secure system that enables seamless reporting, registration, processing, and analysis of all vital events (births, deaths, and spontaneous and induced terminations of pregnancy).

In 2024 our systems were used to register 200,235 births in New York City and Pennsylvania. Additionally, our self-service solutions, which allow residents to easily request vital records documents digitally, processed more than 480,900 customer orders.

In April 2024, we launched our first county-level Vital Records solution for Washington State's Clark County Public Health. To date, we've completed more than 23,000 orders.

By leveraging our modernized platform, our clients can deliver timely, quality services to residents, employers, government staff, healthcare providers, and funeral home directors.

Purpose-built for the Public Sector

Voyatek creates healthier, safer, more prosperous communities through purpose-built technology. With expertise in data analytics, artificial intelligence, large-scale systems integration, and application modernization, we drive better outcomes for our customers and the people they serve.

Health and Human Services

Public health, child support, child welfare, and medicaid

Justice and Public Safety

Criminal justice, law enforcement, and emergency response

Tax and Revenue

Departments of tax and revenue and the Internal Revenue Service

Higher Education

Community college systems and four-year institutions

Federal

Federal agencies in health research, finance, and administration

Voyatek

www.voyatek.com

9175 Guilford Road, Suite 218

Columbia, MD 21046

443-276-4788