



IMPACT REPORT

The outcomes we delivered for our clients and the people they serve in 2025.

Letter from the CEO

We closed out 2024 with a commitment to an even more impactful 2025, and we've delivered on that commitment. Led by our guiding principle of "Delighted Clients," Voyatek has produced remarkable outcomes for our customers and the people they serve in 2025.

In fact, earlier this year we conducted a study that shows just how delighted our clients have been. When an unbiased third-party interviewed and surveyed our customers, they reported an overall satisfaction of 6.6 out of 7 and gave Voyatek a net promoter score (NPS) of +86. This NPS is not only strong, but outpaces the industry average by a significant margin.

That level of customer satisfaction is driven by the exceptional work highlighted in this report. In 2026, we set our sights on driving even more impact for our clients, our company, and our people.

Lisa Mascolo, Chief Executive Officer



2.6 million WIC participants rely on Voyatek's 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 27 states and 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.



After launching a new web-based participant portal in Maryland this year, **1,860 new families**, who have never been on WIC before, registered for benefits and attended their first appointment.



Moving at the Speed of Fraud

Bad actors are using increasingly sophisticated tactics and capitalizing on staffing shortages and budget shortfalls across the country. Voyatek and the state revenue agencies we support are using advanced analytic techniques to proactively detect and prevent known, unknown, and evolving threats.

We leverage artificial intelligence and machine learning to stay ahead of the latest schemes, thwarting identity thieves, and scammers before fraudulent claims are processed.

\$9 billion

We helped the IRS's Division of Research, Applied Analytics and Statistics detect \$9B in fraudulent refund claims in 2025.

\$165 million

Our solutions prevented greater than \$165 million of fraudulent transactions across our state tax agency clients this year.

97%

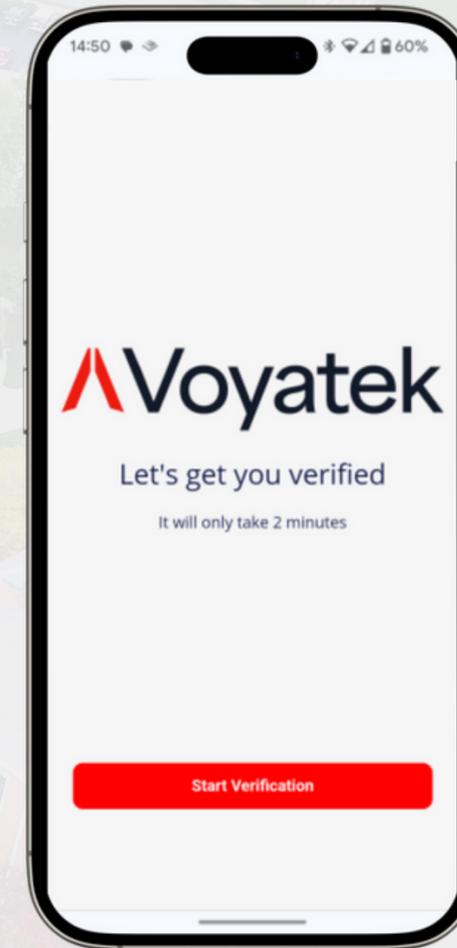
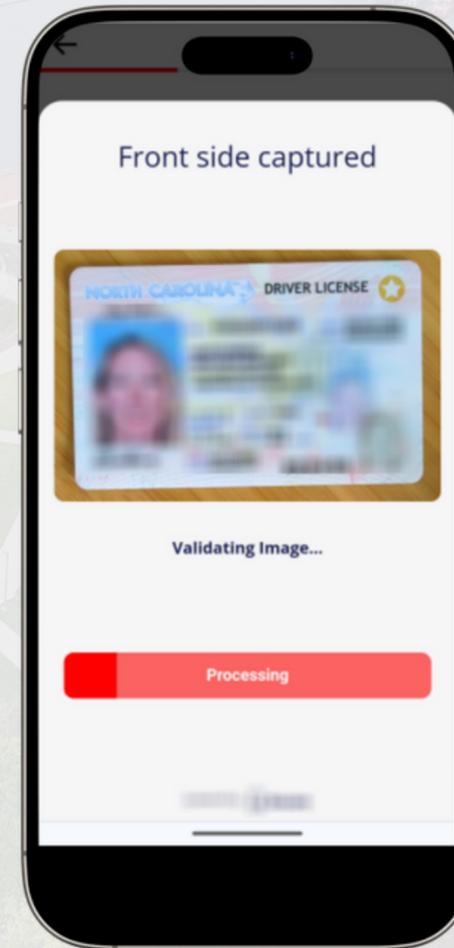
We fight fraud without creating friction for compliant taxpayers: More than 97% of filers were unaffected by our fraud prevention programs.

Stopped more than 100,000 fraudulent college applications

Voyatek's Application Fraud Firewall is helping colleges and universities fight back against a surge of "ghost students." Using stolen or fabricated identities, ghost students successfully enroll, only to disappear—tying up course seats, stealing financial aid funds, and securing official college-issued email addresses.

Our fraud models analyze admissions, financial aid, and enrollment data alongside extensive public records data to identify fraud with precision and accuracy, dramatically reducing processing times and manual reviews.

This year, Application Fraud Firewall stopped over 100,000 fraudulent admissions and financial aid applications, saving an estimated \$60 million dollars and tens of thousands of hours of manual effort.





145,000 records expunged

As of November, Voyatek's Computerized Criminal History (CCH) solution has expunged 145,000 records for low-level cannabis-related convictions in Connecticut.

A clean slate offers these residents more opportunities to get a fair-paying job, purchase a home, and contribute to their communities.

With traditional record expungement processes, individuals may not realize they are eligible for erasure, or they may lack the time, knowledge, and financial resources to initiate the process. Voyatek's solution ensures that eligible records are securely, automatically expunged.

Helping the IRS Uncover and Prevent Money Laundering

Developed by Voyatek, the Bank Secrecy Act Internal Revenue Deanonimization System (BIRDS) identifies gaps in Anti-Money Laundering programs by applying data analytics to billions of transactional and customer records at the IRS.

BIRDS is extracting insights from over 10 million lengthy Suspicious Activity Report (SAR) narratives, using auto-summarization, keyword tagging, and named entity recognition to identify civil and criminal investigation leads and to improve compliance with BSA reporting requirements.



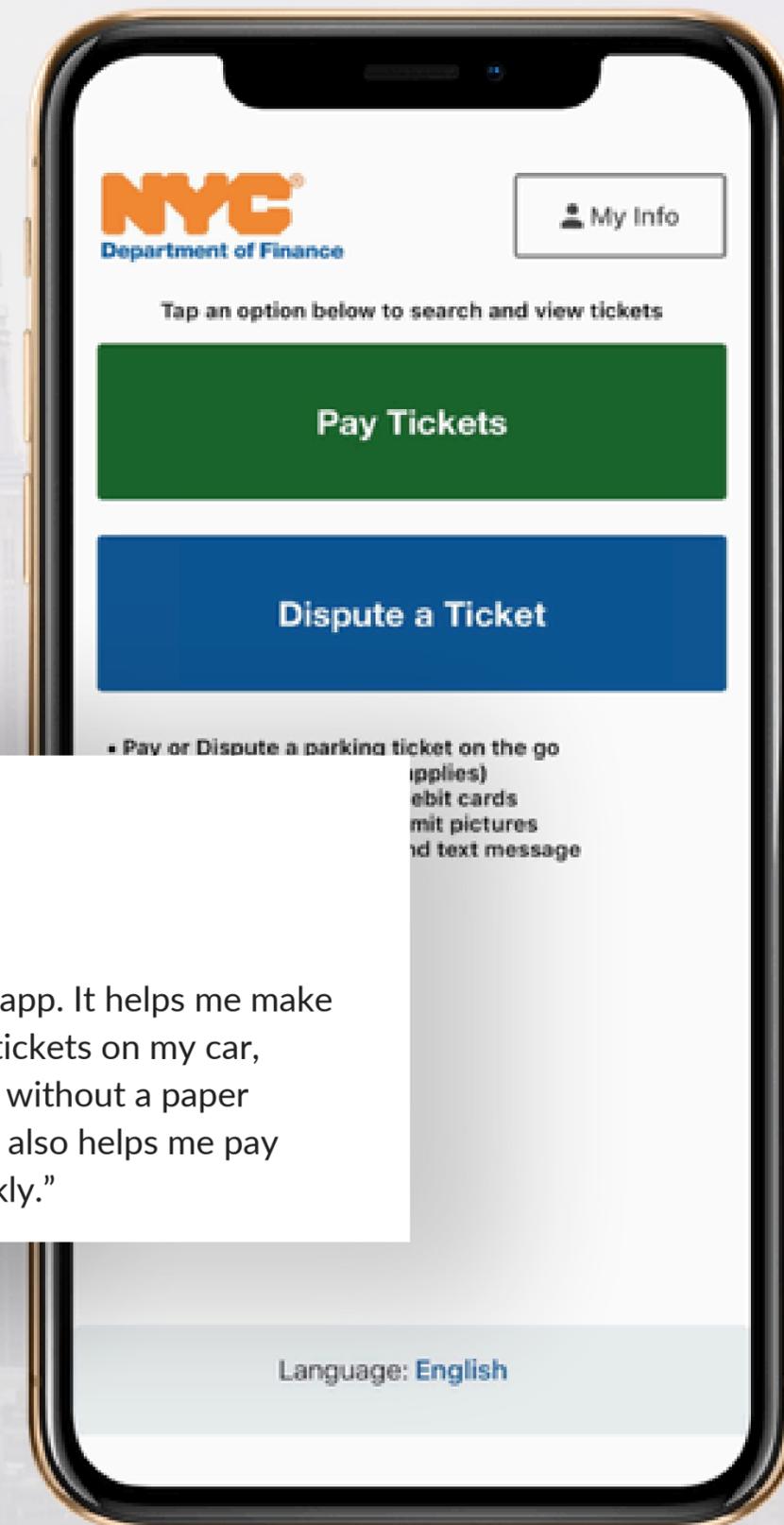
BIRDS identified over **600,000 individuals with \$900 million** in unreported gross proceeds from digital currencies, helping the IRS root out non-compliance and implement new cryptocurrency regulations.



\$187 Million

With Voyatek's Pay or Dispute Parking App, NYC's Department of Finance (DOF) provides a mobile channel that makes paying for parking tickets and traffic violations faster and easier for metro New Yorkers.

This year, 1.52 million tickets were processed through the app, generating \$187.41 million for the city.



Great App!



"I am very happy with this app. It helps me make sure that I don't have any tickets on my car, which sometimes show up without a paper ticket on the windshield. It also helps me pay any tickets easily and quickly."

1 Million Public School Educators

In September, Voyatek partnered with the California State Teachers Retirement System (CalSTRS) to successfully implement a new pension system that delivers retirement, disability, and survivor benefits to over 1 million public school educators and their beneficiaries across California.

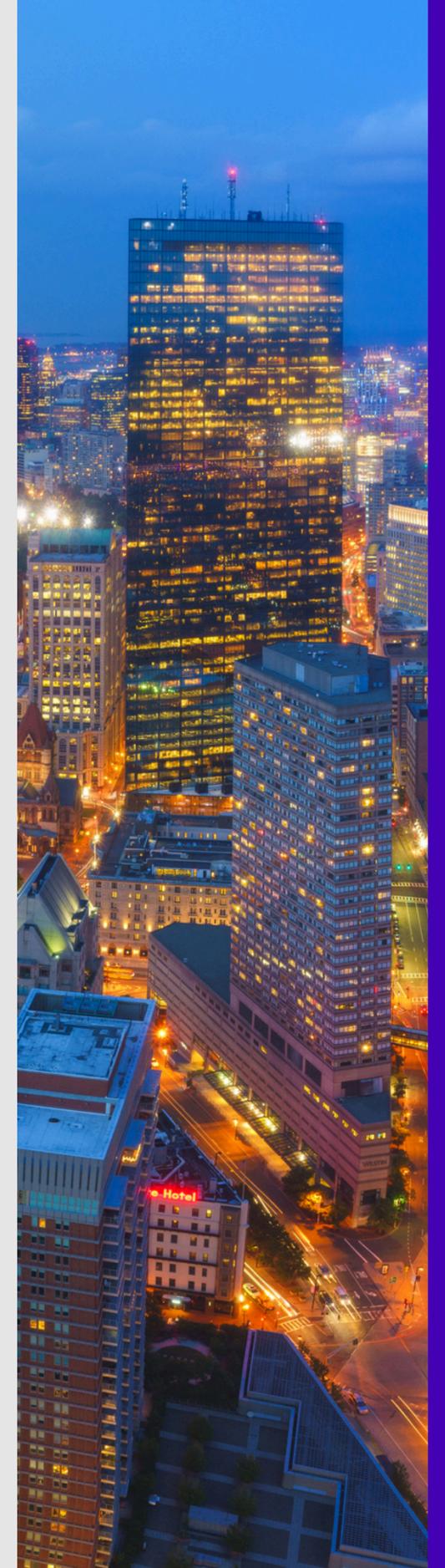
This modernized system processes more than \$1.2 billion in benefits each month, ensuring timely and accurate payments for those who serve our schools.



Helping the City of Boston Leverage AI & Analytics

We've been supporting the City of Boston since 2013, helping local leadership unleash the value of its data. This year, our team deployed a series of new pilots and programs, including:

- **311 Call Categorization** - Our team is using a large language model to more efficiently tag incoming service requests, resulting in more consistent categorization, faster triage, and a better understanding of emerging constituent concerns.
- **Boston Rodent Action Plan (BRAP) Initiatives** - Focused on hotspots with high rodent activity, this project improves waste management practices, such as providing rodent-proof trash cans, to reduce food sources for rats. Our team set up data collection from more than 200 rat-motion sensors installed around the city.
- **AI-Supported Procurement**: We worked with the Office of the State Chief Information Officer (OCIO) to launch BidBot, a pilot program that lets procurement staff securely use AI to develop RFPs, reducing the time and effort required to procure mission-critical services.
- **Participatory Budget (PB) Insights**: We used an advanced topic modeling approach, BERTopic, to translate 50,000 words of feedback from Boston residents into nine community priorities. This structured approach aligns budget allocation with the true needs of Boston's residents and helps facilitators and community members decide which proposals should advance to the citywide ballot.





93,112 births registered

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).

As of September of this year, VRM was used to register 93,112 births in Pennsylvania. Additionally, our self-service solutions, which allow residents to easily request vital records documents digitally, processed more than 524,000 customer orders.



Creating a Data-Driven Culture in Maryland

Maryland's new Chief Data Officer is on a mission to foster a data-driven culture across state agencies, and improving every agency's data maturity is a key part of this effort.

Voyatek developed and deployed a comprehensive data strategy across the state to support this initiative. We collaborated with the Office of the Chief Data Officer to launch an informative data quality assessment tool, amplify data literacy efforts through customized training modules, and create a detailed strategic roadmap and program management plan.

Over the course of the program, we created custom action plans for 41 agencies and trained more than 300 state employees.



Keeping California's Air Clean and Clear

As part of its air pollution control efforts, the California Air Resources Board (CARB) has launched a comprehensive heavy-duty vehicle inspection and maintenance Clean Truck Check program. In support of this initiative, Voyatek developed and deployed an easy-to-use portal that allows truck and fleet owners to register their vehicles and pay fees.

The program demonstrably reduces harmful emissions, helping California meet federal air quality standards and keep its residents safe and healthy.

This year the CARB portal served more than 1 million vehicle owners and generated \$30M in new revenue for California.

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

State departments of tax and revenue and the IRS



Higher Education

Community college systems and four-year institutions



Federal Agencies

Treasury, health research, and administration



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