Liminal

CUSTOMER STORY



Indiana Secretary of State

Indiana Secretary of State puts secure AI in the hands of every employee.

With Liminal, Secretary of State employees get unlimited access to the latest AI models, and agency administrators get the security and governance capabilities they need to keep resident data protected and every interaction on record.

Hoosiers trust the Indiana Secretary of State's Office with some of the state's most important work. From chartering new businesses and registering trademarks to regulating securities and overseeing elections, people across Indiana depend on the key services it provides every day. As the agency modernizes how it serves the public, AI has become part of how its teams research, analyze, draft, and build.

The agency has used Liminal since November 2024. With it, employees get leading AI models while citizen and agency data stays protected and every interaction stays governed.

CHALLENGE

How do you say yes to AI in a government office?

The agency wanted employees to use AI freely without opening uncontrolled paths for the information citizens and businesses entrust to it.

Employees saw the potential right away: drafting communications, researching complex topics, summarizing documents, and speeding up technical work. The risks were just as clear. New models arrive constantly. Consumer AI tools sit outside enterprise controls. Sensitive information can end up in a prompt by accident.

Without a central view, IT teams struggle to answer basic questions:

01

Which models are in use?

02

What information is being shared?

03

Which policies were applied?

04

Can activity be audited later?

Banning AI was never a sustainable answer. The goal instead was to make the secure way to use AI the easiest way to use it.

SOLUTION

Why did the Indiana Secretary of State choose a multi-model approach?

AI changes too fast for the agency to tie its strategy to a single model or provider.

Different models are better at different work, from research and reasoning to summarizing and technical tasks. Through Liminal, employees use models from OpenAI, Anthropic, Google, Perplexity, and others, and pick the one that fits the job. Models from OpenAI, Perplexity, and Google see the most use across the agency. Organizations can also bring their own models. Security and governance policies stay the same whichever model an employee chooses.

OpenAI	Anthropic	Google	Perplexity	Your own
ONE GOVERNED WORKSPACE			SAME POLICIES ON EVERY MODEL	

> “AI is advancing far too quickly for government to build its strategy around a single model or provider. Our responsibility is to build an architecture that gives our workforce access to the best capabilities available while ensuring that our security and governance standards follow the user and the data regardless of the model being used.”

Robert Fulk
Chief Information Officer, Indiana Secretary of State

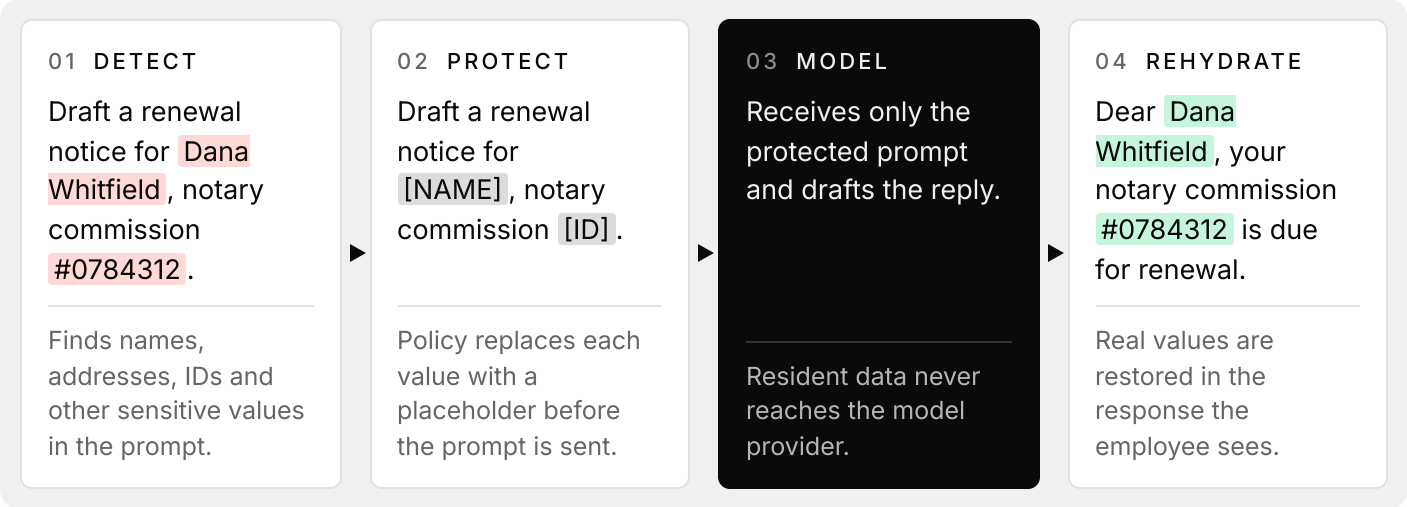
Employees gain choice. IT keeps control.

DATA PROTECTION

How does the Indiana Secretary of State protect sensitive data in AI prompts?

Liminal checks each prompt for sensitive information before it reaches a model, then applies the agency's policy.

The Office decides what happens when sensitive data is detected: mask it, redact it, warn the employee, or allow it. At the Secretary of State, names and addresses are the sensitive data Liminal protects most often.



The controls are built into the AI workflow, so employees don't have to remember every data-handling rule in every interaction. They complement the Secretary of State's broader defense-in-depth, Zero Trust, and identity management practices.

> "Good cybersecurity cannot depend entirely on someone remembering every rule every time they use a new technology. We want controls built into the environment. With Liminal, we can establish policies around sensitive information, identity and model access and then gain visibility into how AI is actually being used across the organization."

Chris Duncan
IT Director, Indiana Secretary of State

GOVERNANCE

How does the Indiana Secretary of State keep AI governance consistent across models?

Access and data policies live in Liminal, so they apply the same way to every model.

IT defines which users and groups can reach which models and what information can be shared. Permissions work at the organization, team, or individual level and connect to the agency's identity provider.

THE PRINCIPLE IS SIMPLE

Govern the interaction, the identity, and the data.

This supports the Secretary of State's responsible AI program and its use of the NIST AI Risk Management Framework, the NIST Cybersecurity Framework, and Zero Trust practices. Governance runs as part of daily operations.

> "The real value of AI comes when it moves beyond experimentation and becomes part of how people actually work. Liminal gives us the ability to put leading AI capabilities directly into the hands of our teams in a secure, governed environment, allowing employees to choose the right model for the task, accelerate research and analysis, improve the quality of their work, and turn ideas into outcomes faster. From a product perspective, that combination of usability, choice and governance is what allows AI adoption to scale across the enterprise."

Nate Odle

Product Portfolio Director, Indiana Secretary of State

VISIBILITY

How does the Indiana Secretary of State get visibility into AI use?

Administrators get one view of AI usage and policy events across every model, backed by auditable logs.

Liminal provides central administration, real-time observability, customizable event triggers, and auditable logs. With AI use in one governed platform, administrators can understand usage patterns, spot potential security concerns, and review activity when they need to. For the Secretary of State, auditability is part of responsible AI.

ADOPTION

Why do employees choose the sanctioned platform?

One workspace with several leading models is easier than juggling separate subscriptions and logins.

The Office treated AI as an employee-experience project as much as a security one. When the approved option is also the most capable and convenient one, the pull toward unmanaged tools shrinks. Employees use it to:

- Research and synthesize complex information
- Draft and refine communications
- Summarize long documents
- Write first drafts of policies, requirements, and briefings
- Speed up technical analysis and documentation

> “We are not pursuing AI simply because the technology is interesting. We are pursuing it because government has an obligation to continually find better ways to serve citizens. If we can give an employee a capability that turns hours of repetitive work into minutes, while preserving security, human accountability and public trust: that is meaningful innovation.”

Robert Fulk

Chief Information Officer, Indiana Secretary of State

WHAT’S NEXT

Where is the agency taking AI next?

AI is now part of how the agency modernizes its systems and services.

The agency is also applying AI to:

- Reverse engineer business rules and code in legacy systems
- Write code for new systems
- Automate testing, running thousands of test scripts against new systems
- Build agents for customer service, licensing, and back-office processes that reduce workload

As that work grows, the principle stays the same: build security, governance, and accountability in from the start.

“Public-sector technology organizations have an opportunity to redefine what responsible innovation looks like. **We should not have to choose between moving fast and governing well.** The architecture should allow us to do both. Our work with Liminal is about creating that foundation; empowering our workforce with extraordinary technology while maintaining security, transparency, accountability and the trust of the citizens we serve.”

Robert Fulk

Chief Information Officer, Indiana Secretary of State

ABOUT LIMINAL

Liminal is the way enterprises securely run AI. Organizations get unlimited use of the latest models from the top providers, with sensitive data protected before any prompt reaches a model and total governance and observability for administrators. Every customer runs on a single-tenant service, and Liminal never trains on customer data. Learn more at liminal.ai.

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See how Liminal helps government agencies say yes to AI.

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