



Citizen Services

Our Citizen Services solution enables public bodies to deliver faster, fairer, more transparent and accessible services, while giving departments the tools, insights and controls needed to operate efficiently and with confidence. Using off-the-shelf AI technology, it accelerates case resolution, enables personalised citizen experiences, and reduces workload. It modernises the citizen journey while strengthening internal operations, providing a future-ready platform for public service transformation.

Challenges faced

Rising expectations for digital-first, always-available services are putting pressure on public bodies to deliver seamless, transparent, and intuitive citizen experiences. This is complicated by high-volume, high-risk programmes operating under intense public scrutiny, where accuracy, traceability, and compliance are essential. **Many departments remain constrained by legacy, siloed systems and paper-based processes, creating bottlenecks, limiting automation, and increasing risk.** At the same time, strict governance and data-security requirements must be balanced with the need for efficient, cross-agency collaboration. A lack of real-time insight further reduces operational visibility and hampers decision-making across increasingly complex, multi-stakeholder delivery models.



AI Capabilities:

- **Citizen-facing digital engagement.** Self-service portals, guided forms, multi-channel communication, and case updates for citizens.
- **Unified case management core.** A single source of truth for applications and consistent, policy-aligned workflows.
- **Process Automation & workflow orchestration.** Automated document capture, straight-through processing and strict data security measures.
- **Multi-stakeholder collaboration framework.** Cross-agency workspaces, role specific views and controlled data sharing.
- **Integration layer for legacy & cross-government systems.** AP-based connectivity across legacy systems and seamless data exchange between agencies.
- **Reporting, analytics & performance insights.**

What it will do:

- **Citizen-First Digital Experience:** Delivers simple, intuitive and accessible digital journeys for citizens through self-service portals, guided forms, real-time case visibility, multi-channel communication and AI-powered digital assistants.
- **Unified and Secure Platform:** Provides a single, Microsoft-based platform that balances excellent citizen experience with efficient, secure and scalable departmental operations.
- **Integrated Case Management:** Uses AI automation and Copilot capabilities to streamline workflows, support staff with case summarisation and draft responses, reduce errors and ensure consistent, compliant outcomes.
- **Cross-Agency Collaboration:** Supports coordinated service delivery across departments, partners and regulators through role-based access, secure collaboration and integrated workflows, ensuring a seamless end-to-end citizen journey.
- **Scalable Insights and Continuous Improvement:** Delivers real-time analytics and reporting to monitor performance, manage demand, adapt to policy change and continuously improve public service outcomes.

Benefits



Faster, more efficient service delivery:

reduce turnaround times. Routine tasks are automated, case progression is streamlined, and staff can focus on higher-value, citizen-facing work.



A unified, consistent experience for citizens:

This meets the citizen where they are, cuts down on repeat queries and ensures a more transparent and responsive service experience.



Better decision-making through real-time data and analytics:

Enabling proactive resource planning, improved policy decisions and more confident reporting to oversight bodies.



Improved compliance, governance and security:

Reducing risk, strengthens accountability and ensures that sensitive citizen information is always protected.



Scalable and future-proof public services:

Scales effortlessly to support new programmes, sudden growth in applications, or legislative changes.



Strong cross-agency collaboration:

Enabling secure, permission-based collaboration, ensuring that all parties share the same data and work from the same processes.

Empower public bodies to deliver faster, fairer, more transparent and more accessible services - while equipping departments with the tools, insights and controls they need to operate efficiently and confidently. Talk to one of our experts to get you started.