



# Public Sector

Intelligent Automation Solutions for Governments and Public Agencies



## Overview of the Public Sector

Today's society is complex. The public sector is no different. The way in which governments are structured reflects this fact, including federal agencies, municipalities, provinces, institutions, ministries, supervisors, and regional authorities. Citizens and companies sometimes find it difficult to find their way between such institutions and the rules and regulations that come with it. Besides, the current and future challenges that governments (will) face are calling for smarter and more innovative solutions. These challenges include reducing budgets, declining workforces, and increased demands, among many more. Public institutions and government agencies still have to take many steps before they can measure up to the service level that the public demands nowadays. Current systems are outdated or far beyond their end-of-life. However, for any large, legacy-dependent organization, complete replacement is a very drastic measure which comes with sky-high costs.

## Intelligent Automation as a Solution for Public Sector Challenges

As a response to the previously mentioned challenges, governments and public agencies are finding their way to Intelligent Automation. They consider Intelligent Automation to be the best way to seize new opportunities as well as to elevate the quality of public services. Using intelligent low-code automation platforms, it is possible to adapt the digital transformation to the objectives of the public agency. In this way, Intelligent Automation can help the public sector improve stewardship towards taxpayer money.

Intelligent automation ranges from the automation of basic tasks to organization-wide hyper-automation. Let's dive deeper into how to meet public demand and seize new opportunities that automation and intelligent technologies bring to the table.

## Serve the Public Better

**The Challenge:** Citizens are increasingly accustomed to being served directly, which is often their experience when interacting with the private sector. Logically, citizens also expect to have a similar experience with the public sector. Citizens will experience more inconvenience and even frustration interacting with public services, as they are becoming more accustomed to receiving instant and consistent services across both online and offline channels.

**The Solution:** By automating when possible and only transitioning to human interaction when necessary, a citizen's journey to the desired result becomes seamless and efficient. A major advantage for citizens is that they do not have to provide the same information twice, and the service remains consistent across all touchpoints. Not only do users have a better experience, knowledge workers can work in a more structured manner and only perform those tasks that contribute high value to the process. Some practical examples of automated journeys include:

- Intelligent self-service portals to make interactions quick and simple
- Chatbots and robo-advice for personalized service and information provisioning
- Personalized services by utilizing all available user data

## Improve Transparency

**The Challenge:** There is an increasing need for transparency across the public sector, as well as for personalization and decreased complexity for citizens. The government is bound to many rules. This means processes tend to be rigid and there is no room for exceptions or tailored situations. In addition, processes often take place across multiple domains, with data silos preventing the exchange of the needed data.

**The Solution:** With a direct model-driven automation platform such as Be Informed, legislation can be translated into a decision-making model, which represents a process and therefore the application behavior. Not only is such a model easy to adapt when regulations change, it is also easy to interpret and assess by lawyers, employees, and other involved parties. The advantages include:

- Analysis can be made at any point in time.
- Due to goal-oriented decision making, only questions are asked that are relevant to the desired result
- Impact can be automatically measured.
- Other laws and regulations that are of significance are immediately recognized.

## Move Towards a Hybrid Digital Workforce

**The Challenge:** Governments are facing an aging workforce with increasing numbers of employees eligible to retirement. New and young talent, however, is increasingly difficult to attract and retain, as people place more value into work that is fulfilling and varying. In addition, more work has to be done with an increasingly shrinking budget, which demands higher efficiency and effectiveness without overloading on workloads.

**The Solution:** By automating repetitive and mundane tasks, employees can redirect their efforts towards more challenging and fulfilling tasks that require their human judgement, experience, and talents. Furthermore, intelligent automation creates more structured workflows, resulting in increased cross-departmental efficiency, reduced paperwork, and facilitates remote and flexible working.

### Where to Begin?

Have you or your organization identified where the opportunities for intelligent automation lie? In that case, it may be time to determine how the digital transformation will take shape. With Be Informed, working applications can be developed within weeks or months instead of years when compared to traditional development methods. Our Private Sector Partners and Specialists have years of domain knowledge, which enables them to create a clear strategy for the automation process within a short period of time. The development process usually includes the following three steps of *discovering*, *defining*, and *designing*:

1. We **discover** a single, shared vision about the solution and its critical qualities, scope, and scale. The most important products, cases, registers, and target groups are identified to help structure the problem.
2. We **define** the relevant components. A level of detail is added to the discovered components to increase understanding and to verify the results of the discovery phase.
3. We **design** a solution. The high-level business design is transformed into an executable end-to-end solution design.

### Advantages of Intelligent Automation:

**Reliability:** Services are available 24/7

**Accuracy:** Changes can easily be implemented in the process model

**Integrated audit trail:** Logs all steps in the process, essential for compliance

**Free up productivity:** Free up human resources for tasks that add more value to the process

**Save costs:** Develop applications for lower cost compared to traditional development methods

**Transparency:** Models, which determine application behavior, are easy to interpret

### About Be Informed

Be Informed was established in 2006. The founders recognized that many organizations are inefficient, do not serve customers well, and struggle to comply with regulations. Since the company's inception, Be Informed has evolved into a global digital transformation agency. Nowadays, our platform lays the foundation for any agile development involving automation, (complex) data and multiple (legacy) systems. With our Public Sector Specialists and our Solution Partners who are leaders in the Government & Public domain, Be Informed has created dozens of applications for the public sector.

Examples of implementations are applications and systems for tax collection, social benefit distribution, and permit issuance.

### Get in touch with us

You can reach us during working hours (CET) at:

 +31 (0) 55 368 1420

 [contact@beinformed.com](mailto:contact@beinformed.com)

You can reach our UK office at:

 +44 (0) 7887 491106

Would you like to be called back? Please leave a message on our website:

 [www.beinformed.com](http://www.beinformed.com)