



## Agentic AI helps transform public service delivery by automating time-intensive work, freeing employees to focus on mission outcomes

With constrained budgets and staffing, agencies may be increasingly doing more with less, yet manual, document heavy work absorbs capacity needed to deliver mission outcomes. **Greater reliance on legacy systems and manual workflows can lead to:**


### THE PROBLEM



**Speed:** Decisions and responses are slowed by manual reviews, rework, and handoffs across permits, benefits, and claims



**Efficiency:** Staffing and budget constraints help enable agencies to increasingly do more with less, while “keeping the lights on” absorbs capacity needed for mission delivery



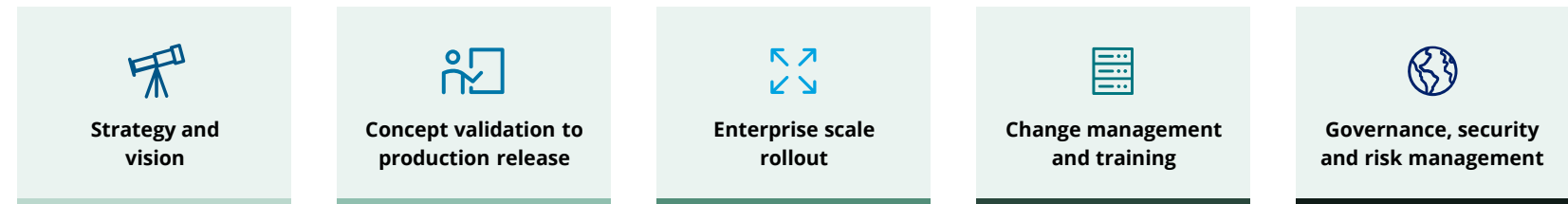
**Innovation:** Manual processes and siloed data limit modernization, making it hard to meet rising constituent expectations and future mission requirements

## WHY AGENTIC AI AND WHY NOW?

<div data-bbox="853 364 1095 478" data-label="Text"> <p><b>10-20%</b></p> </div> <div data-bbox="1108 371 1286 471" data-label="Text"> <p>Up to 10-20% higher case throughput<sup>1</sup></p> </div>	<div data-bbox="1350 364 1592 478" data-label="Text"> <p><b>30-50%</b></p> </div> <div data-bbox="1605 371 1834 471" data-label="Text"> <p>Around 30 - 50% faster decision/notice drafting<sup>2</sup></p> </div>	<div data-bbox="1911 364 2153 478" data-label="Text"> <p><b>98 DAYS</b></p> </div> <div data-bbox="2165 371 2458 471" data-label="Text"> <p>Approximately 98 days faster detection and response<sup>1</sup></p> </div>
<ul style="list-style-type: none"> <li>▶ Agentic AI can help enable AI-driven agents to <b>support multistep public service</b> workflows end-to-end</li> <li>▶ AI can turn high volumes of real-time case and operational data into <b>instant insights</b> for faster service delivery</li> <li>▶ Continuous monitoring on Google Cloud supports <b>earlier identification of compliance, cyber vulnerabilities and fraud risks</b>, to help enable proactive intervention</li> </ul>	<ul style="list-style-type: none"> <li>▶ Context aware agents grounded with Vertex AI Search can help <b>improve decisions in real time</b>, from intake to approvals</li> <li>▶ Agentic AI helps <b>cut cost and cycle time</b> by automating manual coordination across programs and agencies</li> </ul>	

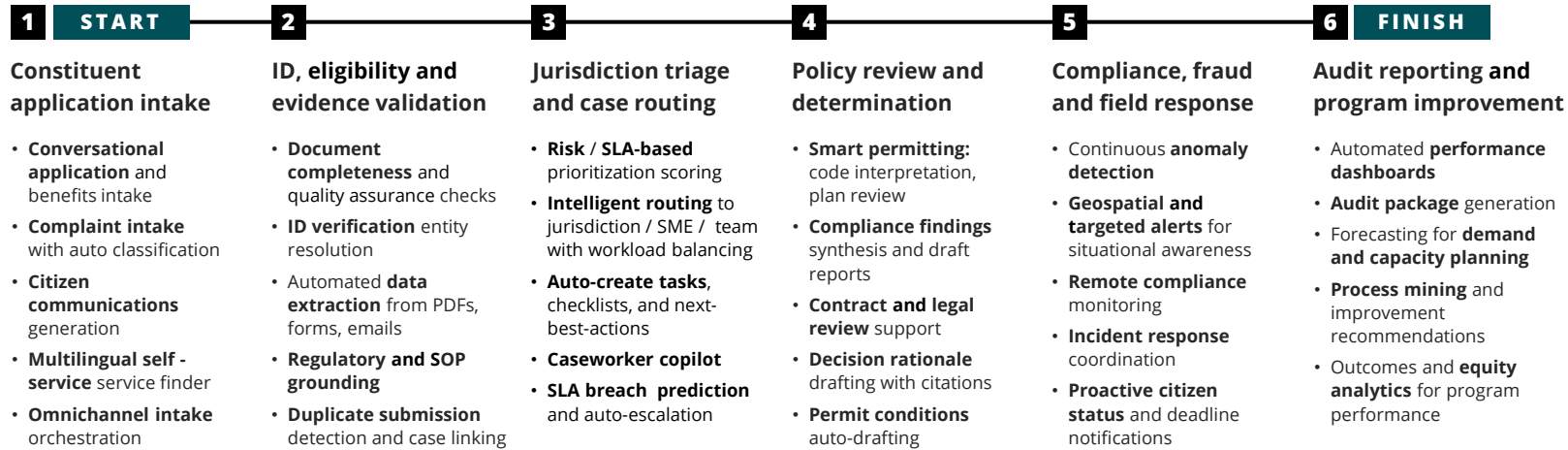
## DELOITTE'S ENGAGEMENT MODEL

Deloitte's structured, end-to-end engagement model helps clients move seamlessly from vision to value



# ILLUSTRATIVE PUBLIC SERVICE WORKFLOW REIMAGINED WITH AGENTIC AI

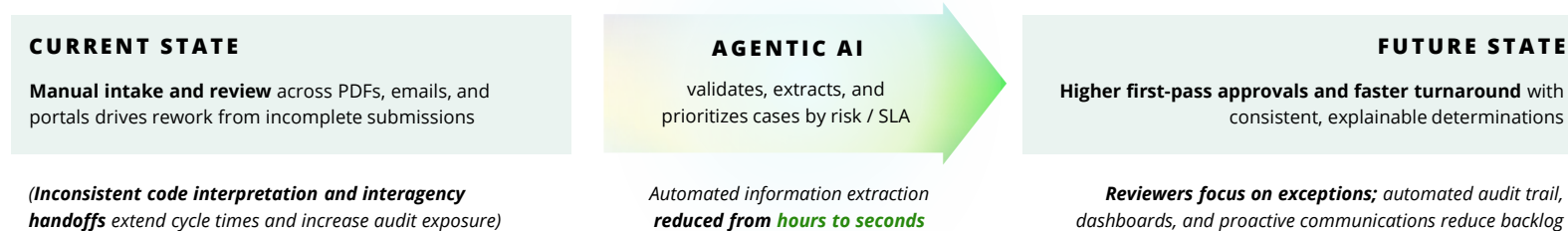
Example: Smart Permitting for Housing



## FEATURED SOLUTION, SMART PERMITTING FOR HOUSING

One example from Deloitte's public services Agentic AI portfolio

Smart Permitting, Deloitte's Agentic AI applicant and reviewer assistant, accelerates end-to-end permit decisions. Automated intake, plan review, and code-grounded checks reduce rework, improve consistency and compliance. **Automated insight extraction** transforms contract analysis into **instant, actionable cost savings potentially reclaiming millions annually that are lost in manual review:**



## HOW DELOITTE CAN HELP

Deloitte is ready to help you move from strategy to scale, with demonstration sessions, discovery labs, rapid prototyping, and solution deployment. Deloitte can also help you with general enterprise AI readiness through the services of the Agentic Innovation Studio, a modular "agent factory" that helps clients industrialize and continuously evolve AI-driven processes.

## LEARN MORE



Explore the Reimagination Lab, Smart Permitting and our broader public services agentic AI solutions. Scan or click to engage our team and accelerate your path to enterprise-wide value.

[Deloitte Global Google Cloud Alliance Website](#)

## LET'S TALK

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