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Together makes progress

+
Public services
are ready for
AI's ROI

**Are you ready
to deliver it?**

ASSESS YOUR ROI READINESS

A fast scan now will keep you moving in the right direction later

✓ CHECK YOUR AI ROI READINESS BELOW:

- ☐ **Administrative steps** (intake, eligibility, case updates) are clear, consistent, and ready for automation.
- ☐ Opportunities where **summarization, pattern-spotting, or recommendations** make work faster and smarter.
- ☐ **Core systems** can connect with AI tools without major hurdles.
- ☐ **Teams have the space and support** needed to take on new digital ways of working with confidence.
- ☐ **Safeguards** exist to check accuracy and flag fraud-related risks.
- ☐ GenAI opportunities are mapped across the **full value chain**.
- And most importantly...*
- ☐ **Your AI test cases** aren't running in silos. Connection is everything.

Not seeing many
checkmarks on
our self-assessment?

If your readiness isn't where it needs
to be, don't guess your next move.



**UNLOCK OUR ROI CHEAT-SHEET
TO KEEP YOUR AI STRATEGY
RUNNING AT FULL SPEED**

ROI that goes the distance

HERE'S HOW YOU CAN KEEP YOUR AI RUNNING SMOOTHLY FROM PILOT TO SCALE

1

Break the admin bottleneck

Analogue, repetitive tasks are draining capacity and slowing service delivery. Automating intake, updates, and routine casework delivers immediate lift by removing the heaviest operational drag.

2

Clean your data to clear the path ahead

Fragmented information and delayed insights stand in the way of timely decisions. Unifying case data creates the foundation for real-time analysis, clearer signals, and more reliable recommendations.

3

Put AI where decisions matter most

GenAI proves itself most when it sharpens judgement, not just speed. Apply it to the moments where accuracy, consistency, and early risk detection can meaningfully shift outcomes across the service journey.

4

Scale across the value chain

AI locked in a single workflow can't deliver system level impact. Designing solutions that move through intake, eligibility, case management, and referrals ensures benefits accumulate across the entire service pathway.

5

Build safeguards into the system

As automation accelerates decisions, safeguards must scale alongside it. Embedding fraud detection, accuracy checks, and ethical guardrails reduces risk, protects resources, and reinforces confidence in every decision.

And finally...

6

Connection moves everything forward

With shared priorities and shared insight, impact becomes easier to unlock. Align the teams, data, and decisions that allow AI to scale.

Checkpoint cleared

TRANSFORMING POLICY ACCESS WITH AI

Finding the right policy guidance shouldn't slow down decision-making—especially when it comes to supporting children and families. But for one government agency, the volume of information (and the lack of tools to surface what mattered in the moment) made it harder for social workers to act quickly when care was needed, even when the right data existed.

Our response focused on helping teams get to the guidance they needed, when they needed it. By identifying specific pain points for social workers and aligning the agency's technology goals, we designed an AI-enabled navigation tool built around real workflows. Policy lookups that once took hours could be completed in seconds, allowing social workers to keep care at the centre while maintaining accuracy, consistency, and oversight.

THE RESULT?



99%
faster policy lookup time



Increased policy updates powered by user feedback



100%
real-time policy access
for early testers



Future-ready solutions aligned
with CTO strategy



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