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AI for Public Sector
Relevant today and tomorrow

Artificial intelligence (AI) has been at the forefront of technological change, impacting a plethora of fields. The public sector is primed to adapt this technology and improve the experience of citizens in multiple formats. Public Goes AI seeks to facilitate this process and places itself firmly at the crossroads of citizenship, political action, and technology, thereby unlocking the untapped potential of the public sector.

In today's COVID-19 scenario, and acknowledging the potential of understanding events through the prism of data, the usefulness of AI and machine learning (ML) processes to fight the crisis is gaining increased relevance. Healthcare professionals, central governments, and state agencies all leverage the impact of AI in fighting the pandemic.
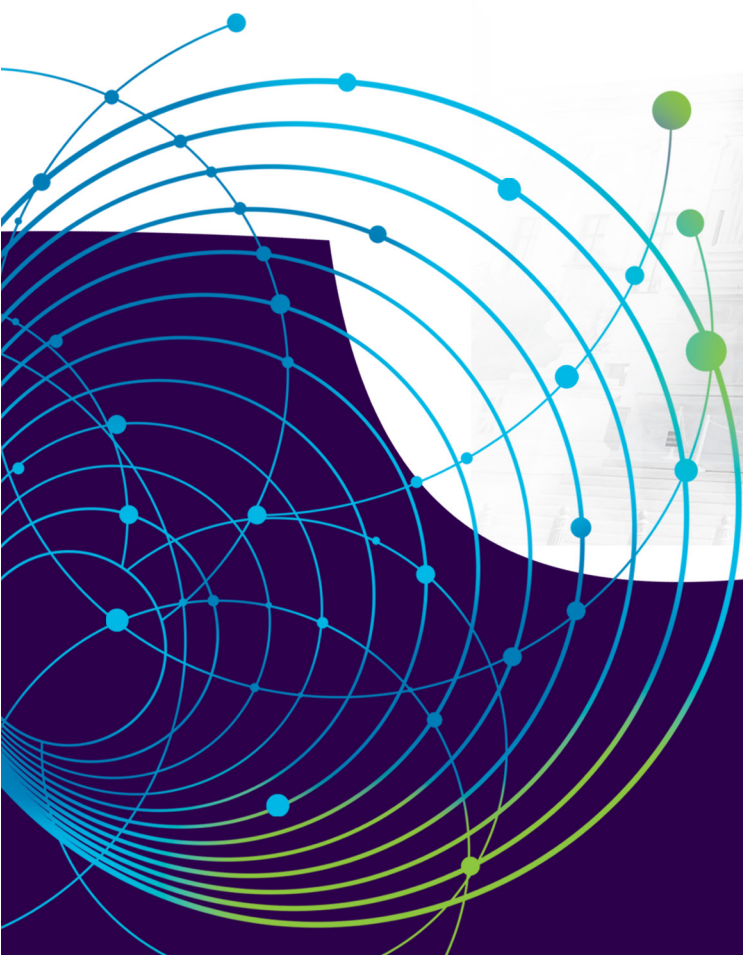
Perform AI

Activate data.
Augment intelligence.
Amplify outcomes.

This happens in all stages of the crisis: first, in the short term and most urgent response hospitals and clinics must find in regard to an increased demand for care and help; second, in what is called smart deconfinement, which follows the regained control over a situation that still is unstable, in which governments must carefully determine the right balance between relaunching the nation's daily life and safety. In the post-COVID situation, this increases the case management load of various agencies, such a job employment agencies or tax authorities. It also increases the risk of fraudulent activities.

In this context, Capgemini's Public Goes AI Offering and its four playgrounds are more valid than ever:

1. Intelligent automation of processes
2. AI-based citizen interaction
3. Detection of anomalies
4. Augmenting decision making with AI.

Throughout AI's potential for the public sector, these four playgrounds are primed to alleviate the effect of COVID-19 on citizens. Understanding the pain points of the public sector has helped us create different services through this offering, and this in turn has helped several governments weather the crisis.

For emergency helplines and clinics, coronavirus-tackling voice and text bots have addressed the need to take over most trivial tasks, helping to reduce the number of calls to emergency services by nearly 4,000 calls per day. This has ensured that emergency hotlines are not overwhelmed and remain open to respond to citizens' concerns regarding symptoms.

In France, healthcare organizations provide enhanced tele-homecare for virus carriers. The app monitors assist symptomatic patients who may be carriers of the virus isolate at home.

In Sweden, hospitals have adopted AI-based solutions to help identify and monitor the availability of ICU beds with more efficient processes and to determine optimized patient transfer between regions.

In several countries, central governments and health ministries have been applying AI and analytics as they look to ease lockdown restrictions, predict potential hotspots, and monitor for a second wave.

Lastly, in regards to the need to intelligently automate the currently rising processes in terms of unemployment or social benefit cases, tax and welfare agencies have implemented cognitive document processing to handle cases more efficiently (search, archive, storage, and analysis).

Throughout the crisis, AI's potential for the public sector has proven how powerful smart data can be when it is leveraged appropriately. The various cases dedicated exclusively to COVID-19 show not only how to build on the best of technology and innovation, but also underline its ability to respond quickly to black swan events such as the current crisis with tailor-made solutions for all public sector corporations. Moreover, the values of human AI that national strategies have called for are echoed by the vision that comes with ethical tools, human-centered processes and scalability roadmaps. This includes operationalization tools for explainable AI, change management strategies, and a comprehensive AI and data engineering model to ensure the efficiency and sustainability of any AI project.

Our Experts

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