

# Public Goes AI

## Toward augmented public services

At the crossroads between citizenship, political action and technology, artificial intelligence offers great potential for the public sector.

For the governments and public institutions of today's data-driven world, embracing AI is indeed both an opportunity and a duty. Mastering data will be essential to achieve the full potential of augmented government, intelligently automating administrative processes and gaining

insights, enabling better overviews and better decisions that have a positive impact on the citizen. As part of this, embracing AI is essential to keep up with new societal and industrial standards relying on complex sets of data.

Whether it is detecting tax evasion, predicting crimes or accelerating the attribution of social benefits, artificial intelligence is a powerful companion for all kind of public services. We see four sweet spots of the public sector that the AI will deeply impact (see table below).

Furthermore, our offering addresses following transversal dimensions:

- Ability to answer the ethical and regulatory requirements around the use of AI
- Propose an overview of various technology partners to engage within AI cases
- Ways of transforming the organization's structures via the use of AI

## The four sweet spots of AI in Public Sector

Intelligently automating administration	Interacting with citizen and state employees	Detecting anomalies	Helping in the decision-making process
End-to-end automation	Augmented citizen experience	Detecting dangerous situations	Insights driven action
Reading and validation of documentation	Conversational AI	Fraud & Crime Detection	Augmenting civil servants
Intelligent case management	Interacting with state employees	24/7 solutions	Predictive & prescriptive analytics

# Perform AI

Artificial Intelligence.  
Real World Solutions.



## Use Case List – Exploring the wide scope of PublicGoesAI on cluster level

	<b>Intelligently automating administration</b>	<b>Interacting with citizen and state employees</b>	<b>Detecting anomalies</b>	<b>Helping in the decision-making process</b>
<b>Tax &amp; Customs</b>	Reading and validation of end-of-year expenses and benefits forms and income tax	Citizen-guiding chatbot Using AI to provide guidance and help through the process of tax declaration	Identification of tax fraud e.g. Imports, VAT fraud, money laundering	Getting insights on tax models Analysing tax models by using semantic processes of NL texts to build networks of involved actors
<b>Healthcare</b>	Reading and validation of scanned documentation within patient care or benefit programs requiring certification	Using AI for service-guiding chatbots answering recurrent questions about medical services	Using AI for detecting diseases such as cancer or river blindness by recognizing anomalies	Optimising resources flow by using AI Plan emergency departments in real time Guide agents in their decisions on how to deal with patient flow
<b>Welfare</b>	Intelligent automation of elderly care management and retirement case management	Citizen-guiding chatbots For job-seeking processes For social benefits (pension, insurance, family rights etc.)	Identification of insurance fraud e.g. document plagiarism, social benefit fraud	Augmented job allocation Using AI helps to find suitable jobs for clients by getting relevant insights and enabling better synchronization of internal processes
<b>Public Admin</b>	Reading and validation of student authentication documentation, city contract texts, address modification	Citizen-guiding chatbots For job-seeking processes For social benefits (pension, insurance, family rights etc.)	Identification of errors within statistical data by detecting irregularities in pattern	Using predictive analytics and data-driven government to build smart cities e.g. regulation and optimization of resources and traffic
<b>Defense</b>	Reading and validation of passports	Using AI to provide chatbots and additional services for employees when navigating through internal digital services	Identity assertion at borders	Predictive maintenance of forces material Increasing life expectancy of army defense resources
<b>Security</b>	Reading and validation within the processing of visa, title stay or resident permit documentation	Using AI to enable chatbots in helping immigrants with their requests. Being able to respond in native language of immigrant	Identification of dangerous situations in road traffic by detecting irregularities in patterns	Predictive policing Predicting criminal incidents by using data based on sensing- and risk assurance platforms or investigation systems

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For more details contact:

**Pierre-Adrien Hanania**

Global Offer Leader AI in Public Sector  
[pierre-adrien.hanania@capgemini.com](mailto:pierre-adrien.hanania@capgemini.com)

**Fabian Schladitz**

Head of German AI Center of Excellence  
[fabian.schladitz@capgemini.com](mailto:fabian.schladitz@capgemini.com)

**Sebastien Guibert**

Head of French AI Center of Excellence  
[sebastien.guibert@capgemini.com](mailto:sebastien.guibert@capgemini.com)

**Joanne Peplow**

Head of UK AI Center of Excellence  
[joanne.peplow@capgemini.com](mailto:joanne.peplow@capgemini.com)

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