



FLEX CONNECTED INTELLIGENCE

for Local Government

LOCAL GOVERNMENT ACCELERATED WITH AI

THE OPPORTUNITY – ARTIFICIAL INTELLIGENCE

Revolutionise Local Government Citizen and Staff engagement using virtual chatbots. Transform your understanding of Citizen needs with intent data analytics. Exponentially increase organisational insight and capabilities by connecting an artificial intelligence engine to existing systems, documents and content.

The Fourth Industrial Revolution, driven by Cloud, Mobile, Social, Big data, IOT and commoditised Cognitive Technologies is driving change at an unprecedented rate. This convergence of the physical and digital worlds are creating new models of exchange, engagement and interaction across governments, organisations, citizens and cultures.

We live in a period where technology is all around us, where it has become a natural, normal part of our every-day lives. Our opportunity is to apply this technology to re-imagine your organisation:

YOUR LOCAL GOVERNMENT AI ROADMAP



WHAT DOES CONNECTED INTELLIGENCE PROVIDE :

ACCELERATE
CITIZEN ENGAGEMENT



CITIZEN SERVICES CHATBOT

Intelligent Citizen assistant empowers everyone to engage with local government services, proactively working on behalf of the Citizens individual personal needs.

- One point of access for multiple Citizen Services
- Understand the 'Intent' and 'Sentiment' and augment a human agent with urgency and sentiment of the request.
- Improve personalised service through 24/7 chatbots, working on behalf of citizens
- Continuously monitor, learn and improve

ACCELERATE
EMPLOYEE ENGAGEMENT



EMPLOYEE SERVICES CHATBOT

Intelligent employee bot empowers everyone to work together, while proactively assisting with individual employee needs and improving productivity

- Knowledge Search
- Cultural and Wellbeing polls and quiz
- Crowd-sourcing for ideas
- Personalised Learning assistance
- Personalised Internal campaigns
- Streamlining staff workload

ACCELERATE
ORGANISATIONAL INTELLIGENCE



NEURAL HR HUB

AI led monitoring and learning hub for Citizen and Staff Insight, compliance and governance.

- Personalised Citizen insight
- Citizen Service Monitoring and insights
- Auto-monitor compliance and threat
- Manage grievance as conversation, not process overhead
- GDPR data remediation and insights

ACCELERATE
PROCESS EFFICIENCY



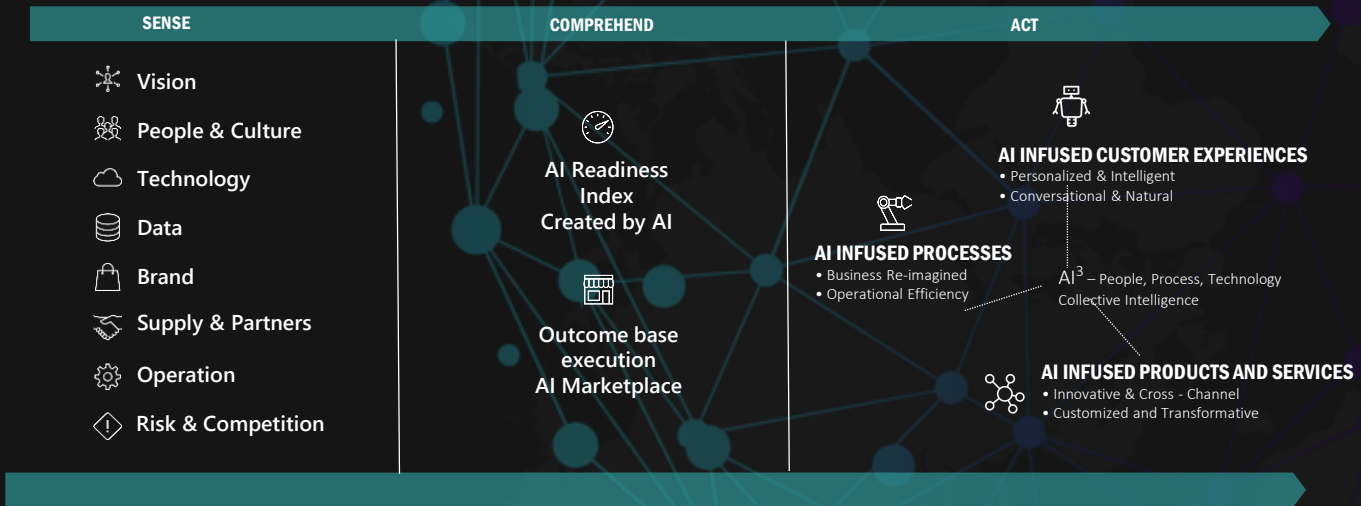
INTELLIGENT AUTOMATION

Re-imagine Local Government through intelligent process automation and simplification

- Connect all your existing systems through the OneStopBot™
- Manage Payroll, Expenses, Timesheet, Benefit, Compensation etc. through chat-bots
- AI led workforce management and process workflows

AI³ AGILE ARTIFICIAL INTELLIGENCE™

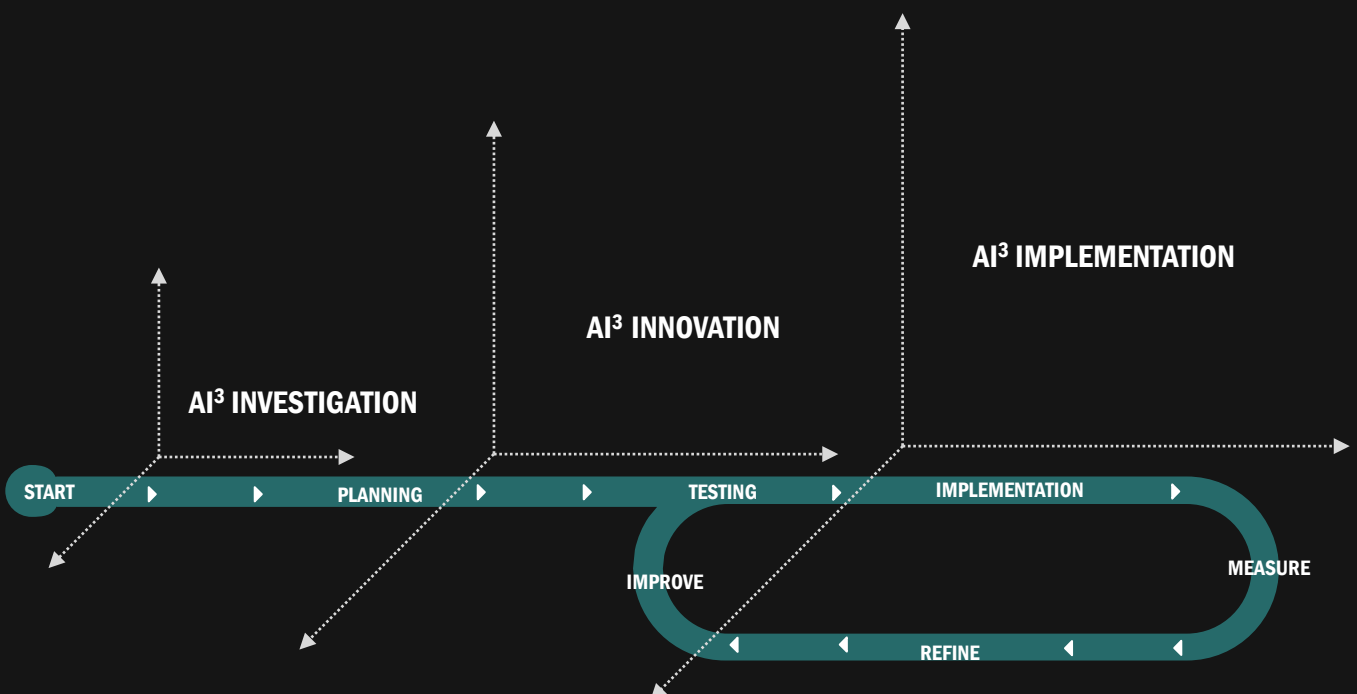
AI³ Agile Artificial Intelligence – your journey to an AI led organisation



AI³ - AI drives, AI creation and deployment

- De-mystify AI
- Determine AI Maturity
- Create your Ethical AI manifesto
- Use our AI to build yours
- Utilize AI Market place
- Create outcome base plan
- Deploy Algorithmic AI
- Learn and Measure
- Drive AI Led business

The Key elements of AI³ Agile Artificial Intelligence Elements



AI³ AGILE ARTIFICIAL INTELLIGENCE™

AI³ INVESTIGATION



REQUIREMENTS - CROWD SOURCED WITH CHATBOTS

We use chatbots to crowd source your requirements quickly and at scale if needed



VIABILITY - TECHNICAL VIABILITY TESTED WITH AI

We test your data and systems using AI tools to understand their suitability for supporting your required Skills



PLAN - AI TARGETS DERIVED FROM A COLLECTIVE INTELLIGENCE GRAPH

We use analytics from the chatbot data and the outputs from the viability testing to identify the best candidates for Bots and Skills



NEURAL CONFIGURATION

We configure the chatbots, workflows and neural engine with the requirement of your Skill



SUPERVISED MACHINE LEARNING

We train your skill via deep machine learning or cognitive enrichment



INTELLIGENT TESTING AUTOMATION

We use deep machine learning and analytics to create and test your Bot or AI Skill

AI³ INNOVATION

AI³ IMPLEMENTATION



AWARENESS - SIGNPOSTING

We work with you to create an awareness campaign using both the Bot and traditional approaches to drive people to your new Bot or AI Skill



ASSISTANCE- HELP SKILL ADDED TO THE BOT

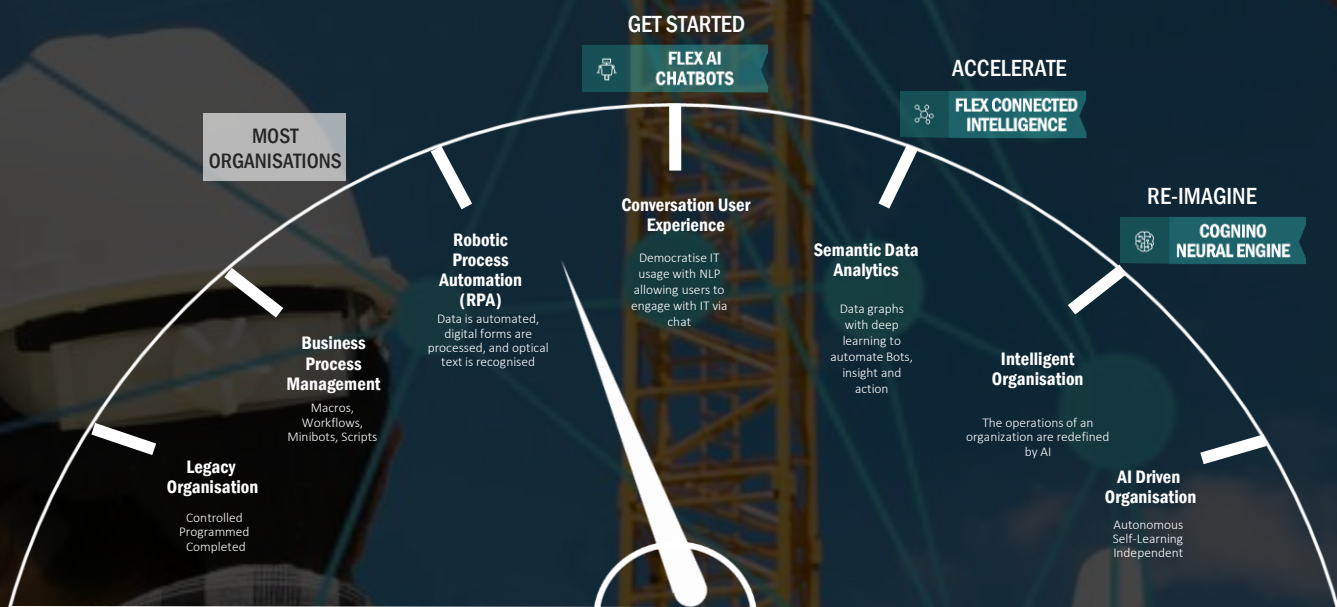
We add help Skills to your Bot to advise when and how to use your new Skill



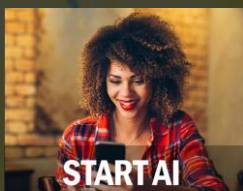
MEASUREMENT - WHO IS USING YOUR AI

We use machine learning and analytics to measure the levels of adoption and to identify further awareness or assistance required

WHERE ARE YOU ON YOUR AI JOURNEY?



ICS.AI ARTIFICIAL INTELLIGENCE SOLUTIONS



FLEX AI Chatbots

Transform user engagement with our comprehensive range of AI chatbots. Each features OneStopBot™ Concierge for a great user experience and automation so your bots do more than just chat.



FLEX AI Connected Intelligence

Accelerate your AI adoption with our range of Connected Intelligence solutions. Connected Intelligence allows you to deploy key AI technologies such as Internal and External Chatbots, Semantic data and deep machine learning rapidly and cost effectively



Cognino Neural Engine

Re-image your work AI. Cognino transforms your data from impenetrable silo's to an interconnected organisational knowledge graph. Cognino uses state of the art neural networks and deep machine learning to rapidly build your graph without the need for data scientists

THE UK'S **FIRST** MICROSOFT AI INNER CIRCLE PARTNER 1 OF 46 WORLDWIDE

DEPLOYED BOTS TO THE UK GOVERNMENT DEPT RESPONSIBLE FOR UK AI STRATEGY. BEIS

OVER **300,000** INTERNAL AND EXTERNAL BOTS LICENCED