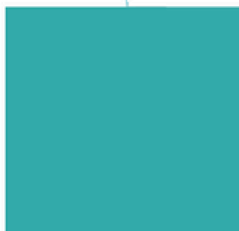
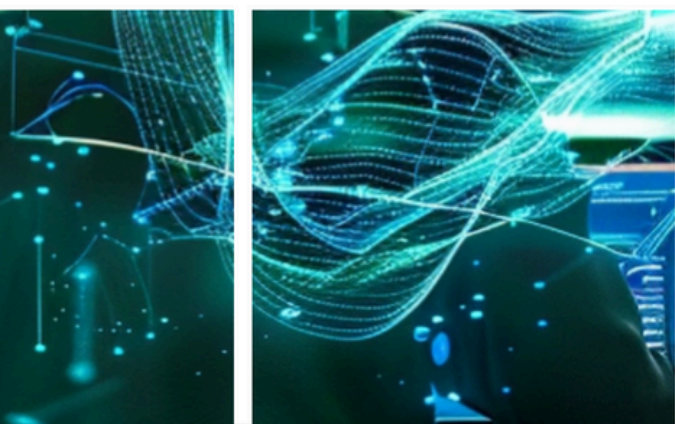


# AI TRANSFORMATION ASSESSMENT



Unlocking Savings and Efficiency: Tailored AI Transformation Assessments for Smarter Public Services



ICS.AI

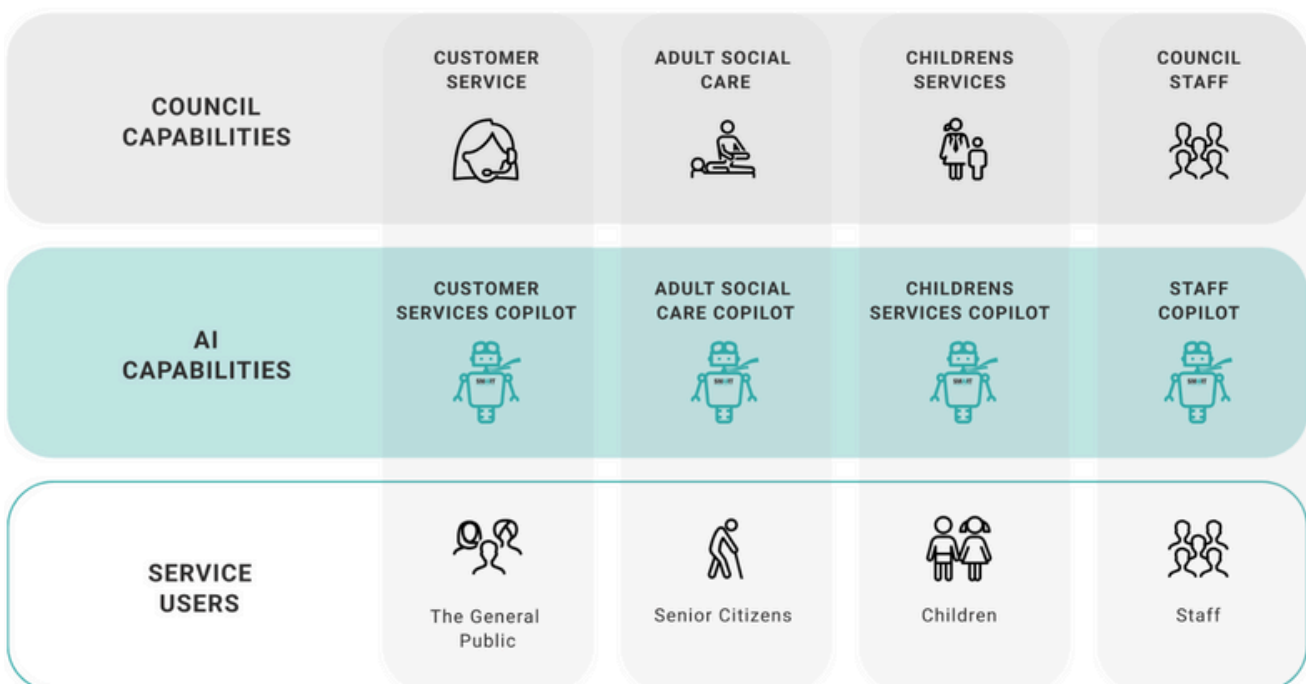
# WHY AI TRANSFORMATION?

Local councils today are under increasing pressure to deliver high-quality services while managing budget cuts and increasing demands. The challenge is clear: how can councils improve outcomes, streamline operations, and enhance the user experience without raising costs? AI provides the answer.

Our SMART: Local Government AI Transformation Programme empowers councils to harness the power of cutting-edge generative AI, driving significant savings, boosting efficiency, and elevating service delivery. The programme offers councils a unique opportunity to combine human expertise with AI, creating a model that delivers more responsive, efficient services. By adopting AI, councils can position themselves as forward-thinking leaders, capable of addressing modern community needs while realising substantial financial benefits.

Developed in collaboration with Microsoft's global AI team, the SMART: platform integrates AI across all areas of council operations. From enhancing staff productivity and customer service to transforming social care delivery, our AI solutions are designed to meet the specific challenges of local government. With projected savings ranging from £3m to £12m annually, councils can optimise resources and deliver more responsive, person-centered services.

## THE AI TRANSFORMATION VISION



# BENEFITS OF AI TRANSFORMATION FOR LOCAL COUNCILS



## **COST SAVINGS**

Unlock millions in annual savings by streamlining operations, automating tasks, and improving service delivery efficiency.



## **ENHANCED SERVICE DELIVERY**

AI-powered services operate around the clock, offering residents faster response times, improved user experiences, and personalised support.



## **INCREASED PRODUCTIVITY**

AI solutions relieve staff of repetitive tasks, allowing them to focus on higher-value activities and improving overall productivity.



## **DEMAND MANAGEMENT**

AI can help manage service backlogs and reduce demand on critical council resources.



## **INCLUSIVITY AND ACCESSIBILITY**

AI enables councils to offer omnichannel services that are accessible to all residents, with multilingual capabilities and support for a variety of communication preferences, ensuring that services are inclusive and tailored to diverse community needs.



## **ETHICAL AI INTEGRATION**

Our approach ensures that AI is implemented responsibly, balancing technological innovation with community needs.

# AI TRANSFORMATION ASSESSMENT: WHAT IS IT?

The SMART: AI Transformation Assessment is a tailored, comprehensive and consultative process designed to help councils identify and prioritise the most impactful AI opportunities. These opportunities drive measurable cost savings and enhance service efficiency across all service areas.

By collaborating with key stakeholders at all levels and supported by thorough data analysis and technical evaluations, the assessment provides a clear, actionable roadmap for implementing AI transformation tailored to your council's unique challenges, ensuring long-term benefits.

The assessment focuses on several key areas:

**DEMAND MANAGEMENT:** Streamlining citizen services to reduce wait times and backlogs while addressing the growing future demand on council services.

**STAFF PRODUCTIVITY:** Enhancing workforce efficiency through AI-driven tools, allowing staff to focus on higher-value tasks.

**INCOME GENERATION:** Optimising revenue streams by leveraging AI to identify new opportunities and improve existing processes.

**DEBT COLLECTION:** Improving the efficiency and success rate of collections to increase revenue recovery.

**REDUCED CLIENT SPEND:** Streamlining operations, optimising resource allocation, and cutting costs to improve financial management.

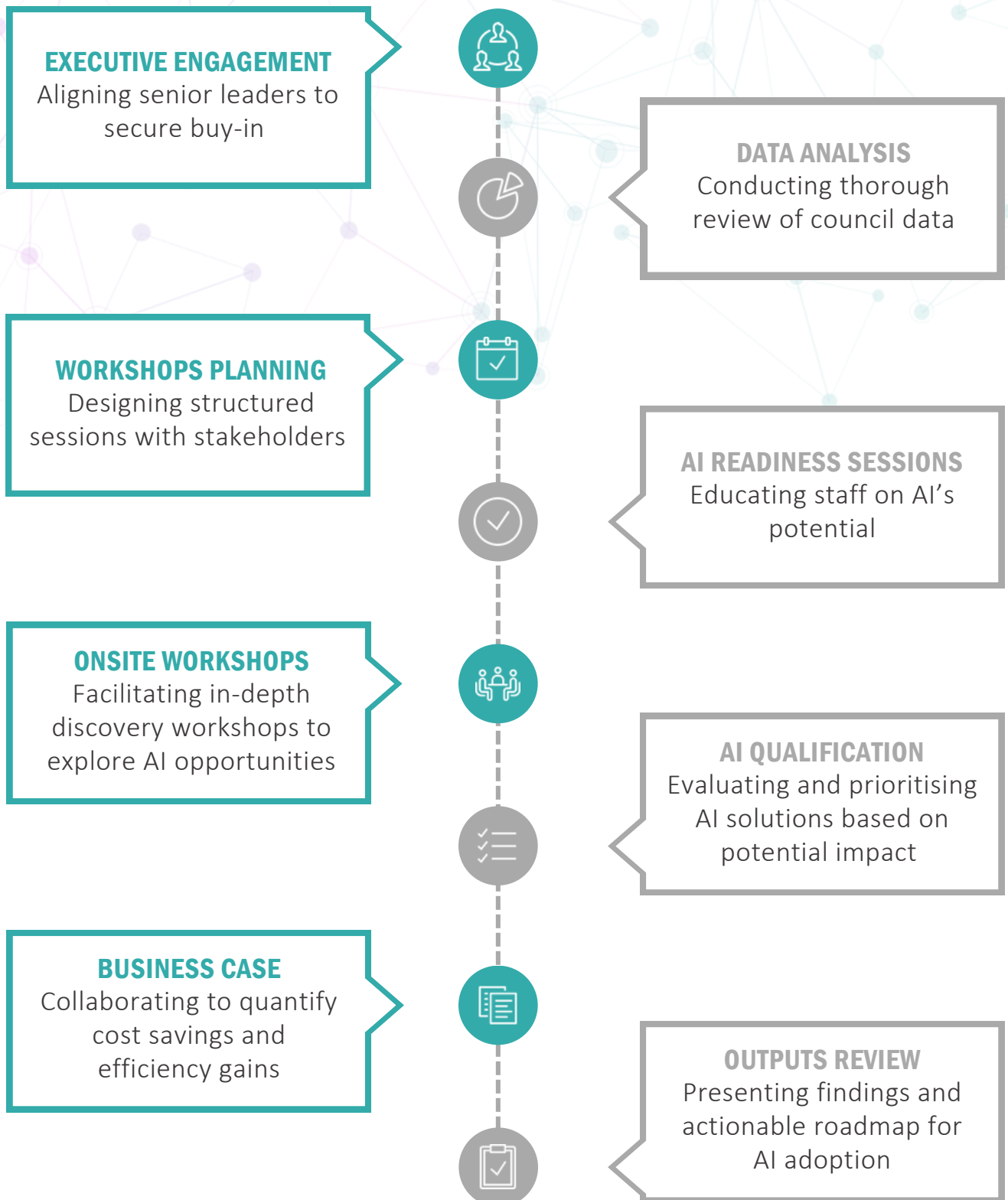
**CONTRACT SPEND REDUCTION:** Identifying AI solutions to manage vendor and provider contracts more effectively, reducing overall spend.

Our experts conduct an in-deep analysis of each service area, assessing pain points, backlogs, demand, processes, debts and budget spend. This allows us to propose targeted AI solutions that deliver significant and measurable cost savings.



# 8-STEP ASSESSMENT APPROACH

The SMART: AI Transformation Assessment follows a structured 8-step collaborative process, ensuring alignment, stakeholder engagement, and actionable outcomes:



# DISCOVERY WORKSHOPS

Our AI Transformation Assessment features a series of face-to-face discovery workshops with key representatives from each council service area. These sessions are designed to ensure active collaboration and generate practical insights, with each workshop typically involving 4-6 participants. Lasting between 90 to 120 minutes, these focused discussions ensure productive outcomes tailored to the council's needs.

## WORKSHOP AIMS:

- **Alignment:** Ensure all participants share a clear understanding on the workshop objectives and outcomes.
- **AI Knowledge:** Provide foundational knowledge on AI, including its applications, benefits, and challenges within local government.
- **Operational Insights:** Engage participants in exploring how AI can address their specific operational challenges, while also discussing ethical and social implications.
- **Practical Tools:** Equip attendees with tools and frameworks to plan, evaluate, and implement AI systems that aligned with their goals and values.
- **Actionable Outcomes:** Summarise key takeaways and establish clear next steps to advance the AI transformation process.

**PROJECT DELIVERABLES:** Upon completion of the AI Transformation Assessment, councils will receive:

### BENEFITS PROJECTION & BUSINESS CASE:

A detailed report outlining potential cost savings, efficiency improvements, and AI opportunities.

### COMPREHENSIVE ASSESSMENT REPORT:

An in-depth analysis of council needs, with the most viable AI solutions clearly identified and prioritised.

### AI TRANSFORMATION PROGRAMME ROADMAP:

A tailored, step-by-step implementation plan to guide AI deployment and ensure sustainable, long-term benefits.

# WHAT OUR CLIENTS HAVE TO SAY

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**Derby City Council**

“The AI Transformation Assessment with ICS.AI has been instrumental in identifying AI solutions with the potential to improve service delivery, against the background of financial challenges for local government. Through a robust assessment process, 261 potential AI candidates were identified, with 54 use cases prioritised to meet our needs.

The collaborative process spanned over 45 hours of workshops and feedback sessions, involving more than 100 council staff, and provided valuable insights into areas such as Adult Social Care, Customer Services, and Internal Operations”.

**Andy Brammall – Director of Digital and Physical Infrastructure and Customer Engagement, Derby City Council**

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# INTERESTED TO FIND OUT MORE?

Discover how the SMART: AI Transformation Programme and Assessment can help your council.



## CONTACT OUR TEAM TO SCHEDULE A DISCOVERY SESSION!

Discuss how AI can help your council, get a tailored proposal with projected savings and a detailed roadmap for AI integration.

\*Assessment quote provided on request based on council size and requirements.

## ABOUT ICS.AI - YOUR AI TRANSFORMATION IS OUR MISSION

Over the next five years, generative AI will profoundly transform our world, reshaping industries, economies, and daily life. At ICS.AI, we're leading this revolution in public services, where our SMART: AI technology promises unprecedented improvements in efficiency, accessibility, and personalisation.

This journey with us marks the beginning of a new era in public service delivery, where innovation meets the needs of every community member, setting a global standard for excellence and impact. Join us to be at the forefront of this transformative wave.

