

How AI is helping
the public sector up
the ante on service
transformations.



How public sector agencies are upping the ante on service transformations

The public sector and government organisations are under increasing pressure to reduce operating costs and enhance operations – to do more with less.

Budgetary constraints, service challenges, and increased demand for improved services from the public mean that government and public sector bodies are constantly scrutinising their operational processes and digital technologies to leverage data and insights for transformative change.

Empowering government leaders with real-time operational visibility hinges on technology that delivers data-driven insights to achieve these goals. At CGI, we believe Process Intelligence tools will accelerate the creation of “As-Is” and “To-Be” processes, boosting the efficiency of Business Analysts and Process Consultants. They’ll also speed up improvement and transformation by recommending service enhancements.

Solutions like process mining exist, uncovering structured insights from Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) platforms, revealing what these systems do. However, they only focus on refining processes built upon core systems.

To truly unlock the potential for transformation, you need to understand the “last mile” of the team’s experience, quantifying on-the-ground friction such as heavy transaction processing, fraud, errors, and poor operational compliance – all of which hinder organisational productivity and business objectives.

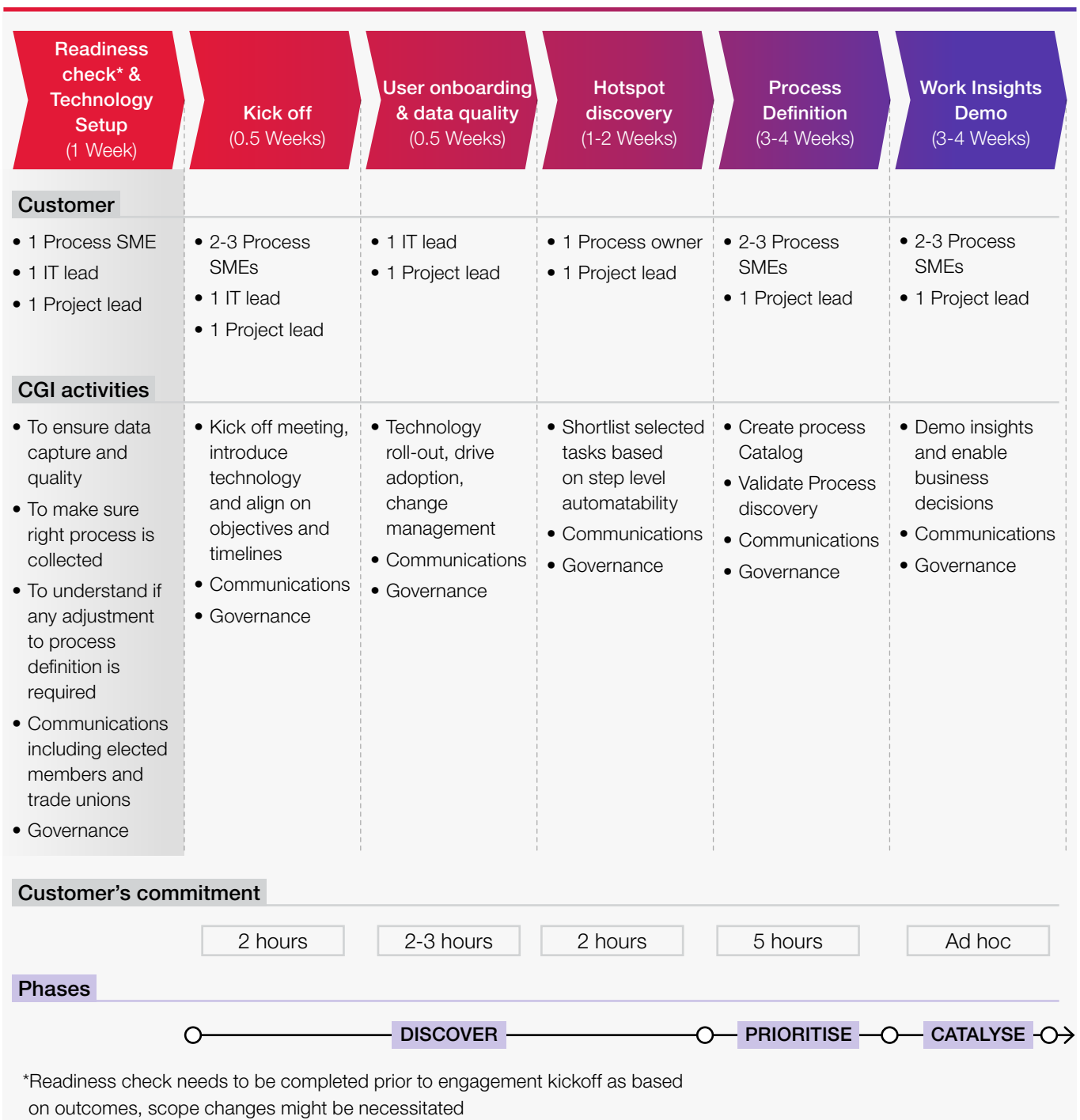
Soroco’s Scout is a multi-modal transformer model that learns from any organisation and creates a “work graph”, revealing hidden pain points experienced by teams and their impact on business outcomes. Scout contextualises these pain points to unique business environments, interprets them for stakeholders, and democratises access to this data.



Scout also autonomously generates solutions to address your teams’ pain points – from basic change management and training recommendations to email templatisation, process realignment and standardisation, automation, and even mapping your AI transformation journey.

CGI supports many clients on their Digital Transformation, Automation, and Artificial Intelligence journeys. CGI collaborates with clients by leveraging ‘Scout Inside’ to enhance and accelerate their change programs. This involves expediting the “As-Is” business/process analysis, offering detailed process or business data to facilitate the transition to the “To-Be” state, and subsequently monitoring process compliance. CGI assists at every stage of a Soroco Scout deployment to ensure clients can deliver optimal value and become self-sufficient. Additionally, CGI provides data privacy, security, cloud architects, and experienced Soroco consultants to facilitate deployment and ensure stakeholder buy-in.

For a typical Process/Task Mining Proof of Value, CGI undertake the following activities and timeline:



CGI utilises process/task mining because it goes beyond traditional discovery tools and focuses on tangible business outcomes by tapping into human-machine interactions and enabling enterprises to understand how these interactions impact revenue, cost, and overall efficiency.

Working in collaboration with our clients on transformation programs, Scout generates a work graph – an organised map of how teams experience work in the enterprise to help identify steps to reduce areas of friction and enable higher productivity. With this evidence-based knowledge, organisations can prioritise their effort and allocate resources more effectively.

The work graph is developed by applying machine learning algorithms to human-machine interactions, reverse engineering the underlying patterns of work, and learning abstractions from the data, all while aggregating data to the level of a team and preserving the privacy of the end user.

The work graph works across industries and functions to deliver enhanced services across public sector organisations. Recognised for task mining, process intelligence, process discovery & mining by leading analysts such as Everest Group, ISG, and Nelson Hall. Scout empowers government organisations to cut costs, and improve operations, thus enhancing accountability and transparency.



Through assisting our clients to use Scout, CGI enables the public sector and government organisations to analyse their business processes in real-time, providing valuable insights into how they can be improved. With the ability to visualise end-to-end processes, government agencies can also identify bottlenecks, inefficiencies, and redundancies that may slow down operations.

Here are the top 5 use cases of process/task mining delivering value in the public sector:

1

Discovering improvement opportunities

Process/Task Mining helps government agencies to identify which processes can be automated to improve efficiency and reduce costs. Traditionally organisations have used Business Analyst's to identify, assess and understand processes. Process/Task Mining accelerates this kind of work leading to faster automation. Automation can also free up employees' time, allowing them to focus on higher-priority tasks that require human judgement.

One of the popular use cases of Process/Task Mining is for healthcare providers. Technology is used to analyse appointment booking processes and identify opportunities for improvement through, for instance, automation. By gaining real-time insights into the process, the healthcare service providers can streamline its operations, reducing waiting times for patients and increase staff productivity.

A popular use case for Process/Task Mining is analysis of business operations and performance of Account Payables teams. Process/Task Mining can identify digital gaps and provide data backed recommendations like application integration, feature enhancements, automation, process standardisation, user training and document templatisation. This can lead to significant effort reduction and improve employee experience for the operation teams.

Even in the case of Payroll operations, Process/Task Mining proves its worth as a powerful tool for operational optimisation. Data-driven insights, offer a detailed view of not just the standard 'happy paths' but also process variations and exceptions. This comprehensive understanding can pave the way for extensive standardisation and automation, resulting in an impressive increase in productivity.

This use case underscores Process/Task Mining ability to drive significant improvements even in complex operational areas, making it an invaluable asset for organisations seeking to streamline processes and boost efficiency.

2

Accelerating Artificial Intelligence, automation & transformation projects

CGI has seen a rise in automation and AI use cases with government clients, most commonly in highly transactional back-office environments such as Shared Service Centres. Through the utilisation of innovative AI technologies and solutions such as Process/Task Mining tools, public sector and government clients are able to accelerate Transformation projects. By identifying the most suitable processes for automation and AI government agencies can reduce the time and effort required to implement automation solutions. Cutting Edge Process/Task Mining tools can autogenerate robotic process automation (RPA) code, Business Process Modelling & Notation (BPMN) process models, and process design documents (PDDs), significantly reducing time-to-value and improving automation programs' return on investment (ROI). For instance, by leveraging Process/Task Mining to auto-generate L5 PDDs and auto-generate RPA code for the redesigned processes, the Transport Department of a European country was able to reduce the cost of implementing transformation by ~30% and reduce the time to value by 2X.

Furthermore, contemporary and innovative process/task mining tools enable government agencies to measure automation's impact on business processes. By analysing process data before and after automation, agencies can quantify the improvements achieved and adjust their strategies accordingly.

3

Enhancing compliance with regulatory requirements

Through Process/Task Mining, public sector and government clients can ensure compliance with regulatory requirements and internal policies. Agencies can quickly detect anomalies and identify potential compliance issues by monitoring real-time processes.

For instance, in many cases, Process/Task Mining has helped identify areas of non-compliance in internal policies and regulatory requirements. By addressing these issues, government bodies can avoid potential compliance issues and improve their reputation with the public.

Additionally, Process/Task Mining enabled the Transport Department to achieve an 80% reduction in errors in payroll reporting compliance with government mandates. It also helped their AP team to reduce internal financial compliance deviations by 60-80%. In another case, The Revenue & Customs Department of a European country used Process/Task Mining to analyse business operations of its IT Services team. Based on recommendations for standardisation and automation, the Revenue & Customs Department reduced errors and rework in management reporting by ~80%, thereby enabling faster management decision-making.

Process/Task Mining has also enabled organisations to achieve a significant reduction in errors helping compliance with regulatory and government mandates. It has helped teams reduce internal financial compliance deviations and backed by its recommendations, have reduced errors and rework in management reporting, thereby enabling faster management decision making.

4

Identifying fraud

Process/Task Mining helps public sector organisations analyse business processes and identify patterns of behaviour that are inconsistent with normal business practices and may indicate fraudulent activities such as misuse of funds, unauthorised access to systems, or unauthorised changes to data. This can help them take proactive steps to prevent such activities and protect against financial loss. For instance, Process/Task Mining can provide insights such as “60% of the team is deviating from the standard business process and there are seven process variations”, and recommended actions such as user training via auto-generated SOPs.

5

Enhancing accountability

Public sector companies can improve transparency and accountability by providing granular visibility into operations, making tracking processes and uncovering bottlenecks and hotspots easier. This, in turn, helps build trust with the public, demonstrate a commitment to transparency, and improve the effectiveness of government.

Unlike traditional task and process mining solutions that provide visibility into enterprise applications such as ERPs, and CRMs – the logs and databases, Process/Task Mining delivers granular visibility into work across emails, documents, communication, and productivity apps that constitute 60% of the workday. This visibility provided by Process/Task Mining is key to transparency and accountability.

Government organisations often deal with sensitive information such as personal data, medical records, financial information, and classified intelligence. Protecting this information is critical to prevent identity theft, fraud, and other malicious activities. CGI's Process/Task Mining partners sets the gold standard in data privacy and security.

All Personally Identifiable Information (PII) data is redacted at source and insights are anonymised at team-level, never at an individual level. This allows PII policies to be specified at a highly granular level - per application, and even per field in an application. All collected data is encrypted end-to-end and transported by a secure connection.

In conclusion, as government agencies continue to seek ways to optimise their operations, CGI is assisting our clients to accelerate the use of Process/Task Mining to optimise their workflows in an increasingly challenging landscape. By leveraging advanced solutions such as Process/Task Mining technology, government agencies can reduce operating costs, improve business operations, and deliver better services to the public.





About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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