

AI in Action

Public Sector Strategies That Deliver



September 4, 2025

Meet Your Presenters



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Housekeeping Items

CONTENT AVAILABILITY



- The recording and slide deck will be sent to all registrants via email.

NEED YOUR INPUT

- We will be polling the audience during this webinar. Your input will shape the discussion!

CHAT AWAY!

- Let's keep it interactive! In addition to the polls, we will watch the chat and reply whenever possible.

What We Do



Microsoft 365

- Exchange Online
- OneDrive
- Microsoft Teams Phone, Meetings, Rooms
- Endpoint Management
- SharePoint
- **Microsoft 365 Copilot**

Microsoft Azure

- Azure Migrations
- Entra ID
- Azure Storage
- Azure VMware Solution
- Nutanix Cloud Clusters

Modern Datacenter Architecture

- Nutanix
- Cohesity
- Cisco
- VMware (Broadcom)
- Pure Storage

Security & Compliance

- Microsoft 365 Security
- Microsoft Intune
- Microsoft Purview
- Azure Security
- Arctic Wolf
- ThreatHunter MXDR

Virtual Desktops

- Azure Virtual Desktop
- Citrix
- Horizon

Data, AI, Apps & Automation

- **Azure**
- **Azure Open AI**
- **Custom Agents**
- Microsoft Power Platform
- Microsoft Fabric

Business Transformation Services

- Organizational Change Management
- Strategic Advisory Services
- Cloud Service Provider
- Licensing Optimization

Disaster Recovery

- Azure Site Recovery
- Nutanix
- Zerto (HPE)

Cloud Data Protection

- Rubrik
- Cohesity

Networking

- Cisco
- Meraki

Managed Services to
Support All
Solutions

How We Do IT



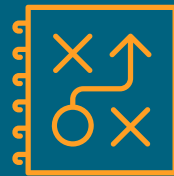
“eGroup Enabling Technologies has a plan and process to facilitate successful adoption of complex technology. Their approach is very practical, and end-user focused and has helped us plan and communicate better and respond more effectively across the company.”

Neal Guernsey CIO at SGT



Consulting & Advisory

- Strategic Planning
- Tabletop Exercises
- Roadmaps & Budget
- Incident Response Planning
- Cost Optimization



Planning & Design

The core of every successful initiative starts with thoughtful planning, design, and a shared vision for the outcome(s) desired.



Pilot & Execute

Project success is founded in the validation of outcomes through testing. Meeting project timelines is achieved through the swift execution of planned tasks.



Managed Services

- ThreatDefender MXDR
- Managed Azure
- Managed AVD
- Managed Servers
- Managed Endpoints
- Managed DR
- Managed Backup

Organizational Change Management (OCM)

Why We're Different



- 9x Microsoft Partner of the Year
- 30+ Years of Experience
- Year-Over-Year 98%+ Customer Satisfaction Score
- Strategic Advisory Services
- Award-Winning Organizational Change Management Team
- We're 1 out of 18 Nutanix Premier Partners nationwide
- Fully-Internal; U.S. based Managed Services Team
- Our Managed Security Services Team customizes response mechanisms (integrate vs. overwrite) with the client's current operations and processes
- Microsoft Intelligence Security Association (MISA) Member

OUR MICROSOFT ADVANCED SPECIALIZATIONS

Modern Work

- Teamwork Deployment
- Calling for Teams
- Endpoint Management

Security & Compliance

- Information Protection & Governance
- Threat Protection
- Identity & Access Management
- Cloud Security

Azure Apps & Infrastructure

- Azure Virtual Desktop
- Azure VMware Solution
- Infra and Database Migration to Azure



Goal

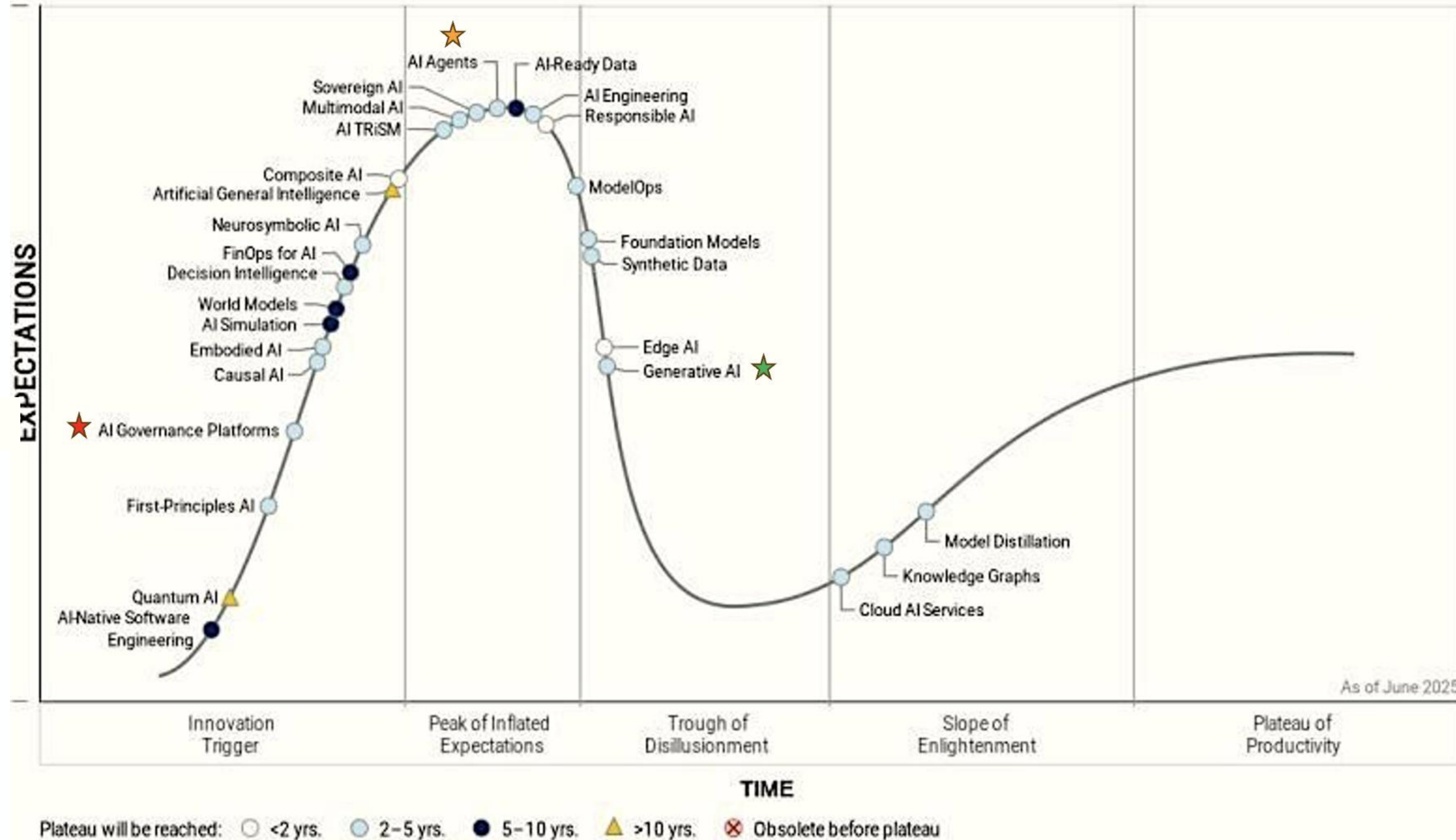
To explore current in AI and understand how to strategically apply them in the public sector.



Agenda

- 1- AI is a Journey
- 2- Public Sector Use Cases
- 3- Tool Strategies
- 4- Use Case Discovery
- 5- Next Steps

Hype Cycle for AI, 2025 (Gartner)



Breaking Through the Disillusionment

KNOW WHEN TO USE IT

Generative AI is not a search engine; it is a creation engine.

ACCEPT MISTAKES

All AI will make mistakes, so trust but verify.

CLEAN YOUR DATA

Govern the knowledge sources fed to AI to get better results.

KEEP TRYING

The technology is evolving very quickly; if it doesn't work today, it might work next week.

AI Maturity Over Time

1. Learning

CULTURE
AI is intriguing

BUSINESS ALIGNMENT
Incubators see potential
No LOB/Org-wide vision
Undocumented processes

TECHNOLOGY & TOOLS
Pilots of public tools
Potential + limits noted

DATA MANAGEMENT
Data discovery
Disparate sources
Garbage in, garbage out

GOVERNANCE & MGMT
Shadow IT
Individual decisions
No policies
Reactive measures
Insecure blind spots

2. Experimenting

CULTURE
AI is a tool

BUSINESS ALIGNMENT
Interest groups see vision
Org lacks strategy
Piecemeal investments
ROI under investigation
Processes doc'd but dated

TECHNOLOGY & TOOLS
POCs of enterprise tools
Constraints of LLMs noted
R&D of other AI

DATA MANAGEMENT
Compliance-driven controls
Classification and retention
Data protection + deletion
Dashboards in place

GOVERNANCE & MGMT
Compliance-focused
Policies defined, not enforced
Risks known, not controlled
Best effort support

3. Standardizing

CULTURE
AI is essential

BUSINESS ALIGNMENT
LOBs + CoE have vision
Strategic roadmap developed
Intentional investments
Sustained adoption
Processes current but siloed

TECHNOLOGY & TOOLS
In-house tech skills grow
Build vs buy decision tree
Investments in accuracy, relevance, and confidence

DATA MANAGEMENT
Data owners assigned
AI taps into org's critical data
Policies for collection, storage, use + disposal

GOVERNANCE & MGMT
Formalized IT support
Defined frameworks
CIO/CISO enforce policy

4. Innovating

CULTURE
AI is a growth engine

BUSINESS ALIGNMENT
Org has AI vision and strategy
AI-enabled products+services
Org-wide process alignment
Creation of new value

TECHNOLOGY & TOOLS
Consolidated UXs
In-house expertise using cloud resources

DATA MANAGEMENT
LOBs develop data literacy
Quality validation processes
Unified data platforms
Trustworthy, reliable output

GOVERNANCE & MGMT
Governance monitored/audited
Highly-functional SLAs
Policies enforced within LOBs
Ethics and safety embedded
HR manages disruption

5. Leading

CULTURE
AI is a disrupter

BUSINESS ALIGNMENT
AI at core of profit model
Innovative processes
Defensible advantage

TECHNOLOGY & TOOLS
Customized AI models
Fine-tuning + prompt engineering
Advanced expertise + compute

DATA MANAGEMENT
Org-wide data literacy
Metadata management
Continuous monitoring + improvement

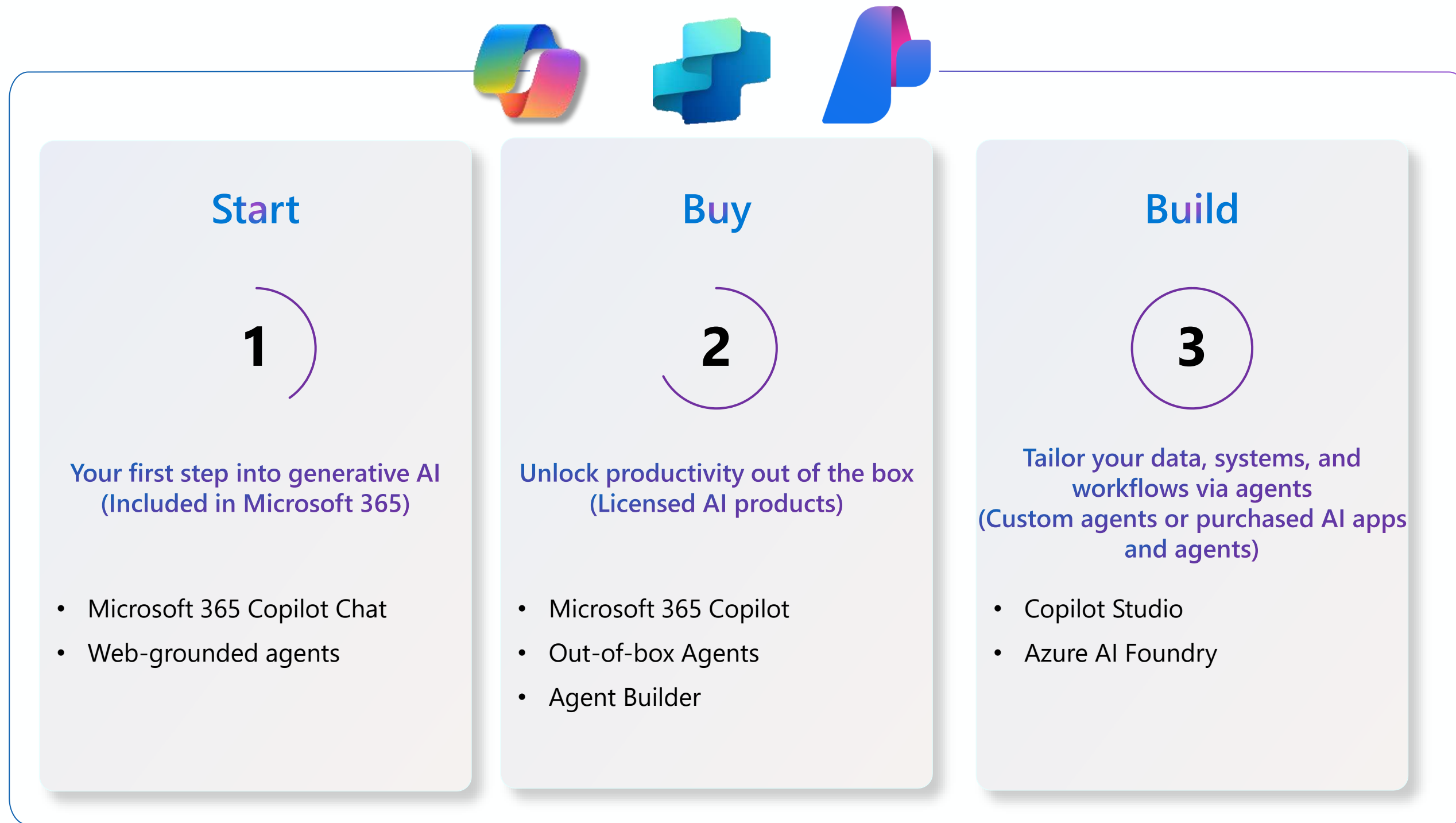
GOVERNANCE & MGMT
Proactive adjustments
Automated policy enforcement
Involved in setting standards

Ad-hoc Value

Business Outcomes

Competitive Advantage

AI is a Tools Journey Too



Government Scenario - Chat with Your AI

Integrate AI into your everyday activities, all of them.

1. Do research

Research using web content and refine your query.

2. Review documents/content safely

Get insights on documents, extracting key ideas, getting summaries or even comparing content.

3. Challenge yourself

Ask for ideas at every turn and find unique opportunities to improve.



Copilot Chat

Benefit: Do research across the web using natural language queries.



Copilot Chat

Benefit: Use a secure environment.



Copilot Chat

Benefit: Grow as a professional, integrating new ideas and approaches into the way you work.

KPIs impacted

✓ Efficiency

✓ Quality of work

Value benefit

✓ Think differently

Government Scenario - Enable Budget Adherence

AI can assist budget teams with tracking and managing spending and then draft communications for reviews and updates.

1. Establish budget tracking system

Collaborate with interdepartmental finance teams to finalize the list of data points needed for the budget tracking system Use Copilot in Teams to summarize key data points and next steps.



Copilot in Teams

Benefit: During the meeting you can ask Copilot for suggestions on questions to ask or next steps to discuss to keep the conversation on track.

2. Analyze budget trends

Harness Copilot in Excel to assist with budget data analysis and identifying patterns that could lead to variances.



Copilot in Excel

Benefit: Speed analysis by using Copilot to add formulas columns and create charts.

3. Document financial policies

Efficiently generate a list of financial policies using Copilot in Word, and draft comprehensive policy documents that incorporate relevant guidelines, procedures, and compliance requirements.



Copilot in Word

Benefit: Quickly summarize stakeholder insights and feedback to improve the quality of the best practice documentation.

6. Communicate budget updates

Utilize Copilot in Outlook to craft succinct and compelling budget update emails summarizing financial data and ensuring effective communication with colleagues and relevant stakeholders.



Copilot in Outlook

Benefit: Save time preparing emails with Copilot as your drafting partner.

5. Present budget reviews

Swiftly create budget performance presentations using Copilot in PowerPoint to draft slides, incorporate placeholder text, and suggest design improvements.



Copilot in PowerPoint

Benefit: Create a draft presentation based on your financial analysis and previous meetings.

4. Oversee budget management

Utilize Copilot in Excel to analyze budget data and gain insights into spending trends, ensuring effective oversight of budget management.



Copilot in Excel

Benefit: Calculate the variance between actual spending and budget forecasts for each project and quarter.

KPIs impacted

✓ Budget adherence

✓ Cost variance

✓ Approval time

Value benefit

✓ Resource optimization

✓ Trend analysis

✓ Faster decisions

SLG Success with Copilot

Chart D: Overall usefulness of M365 Copilot.

Chart D presents the percentage of responses from the diary study who found M365 Copilot useful or not useful overall during the pilot period.

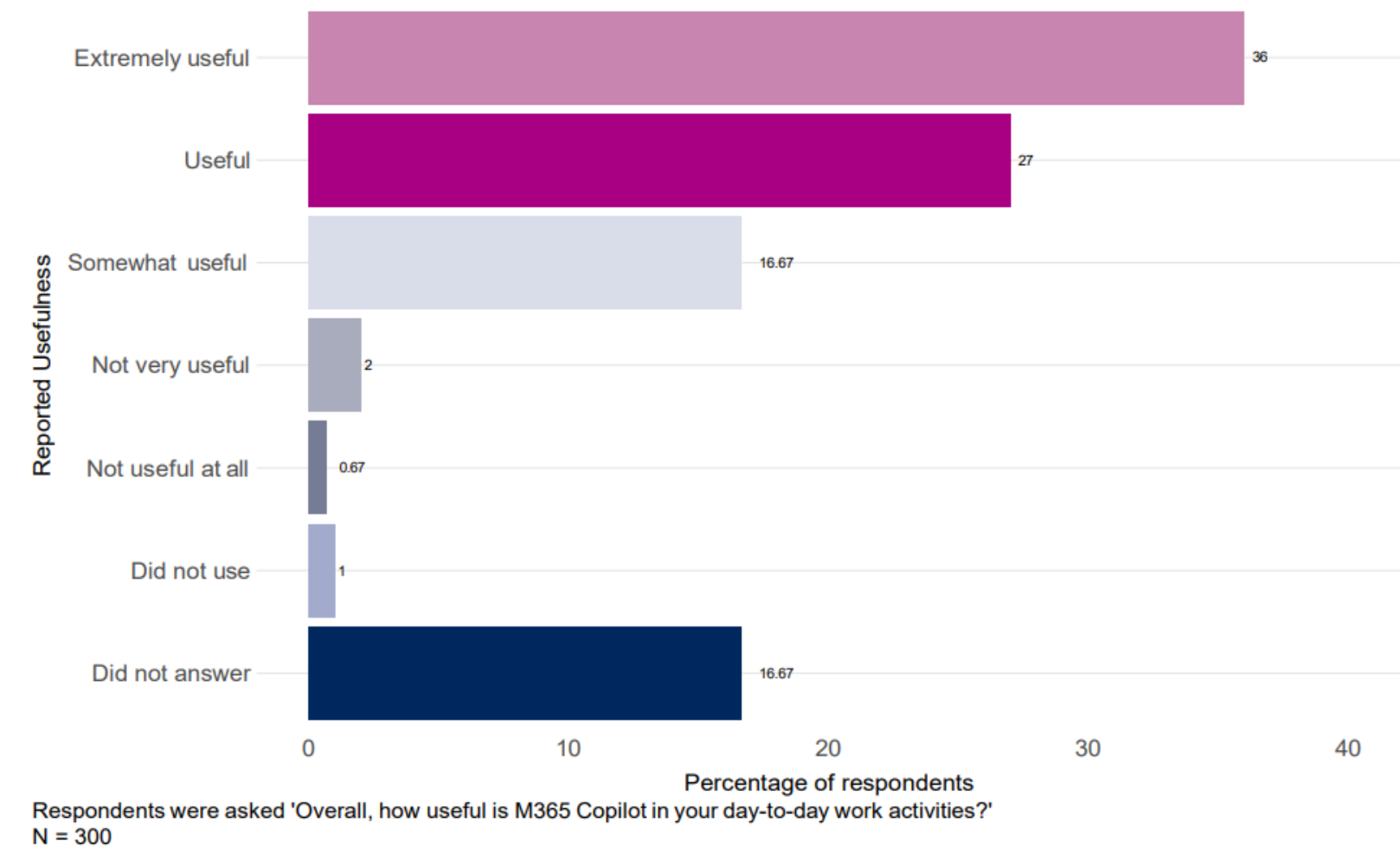
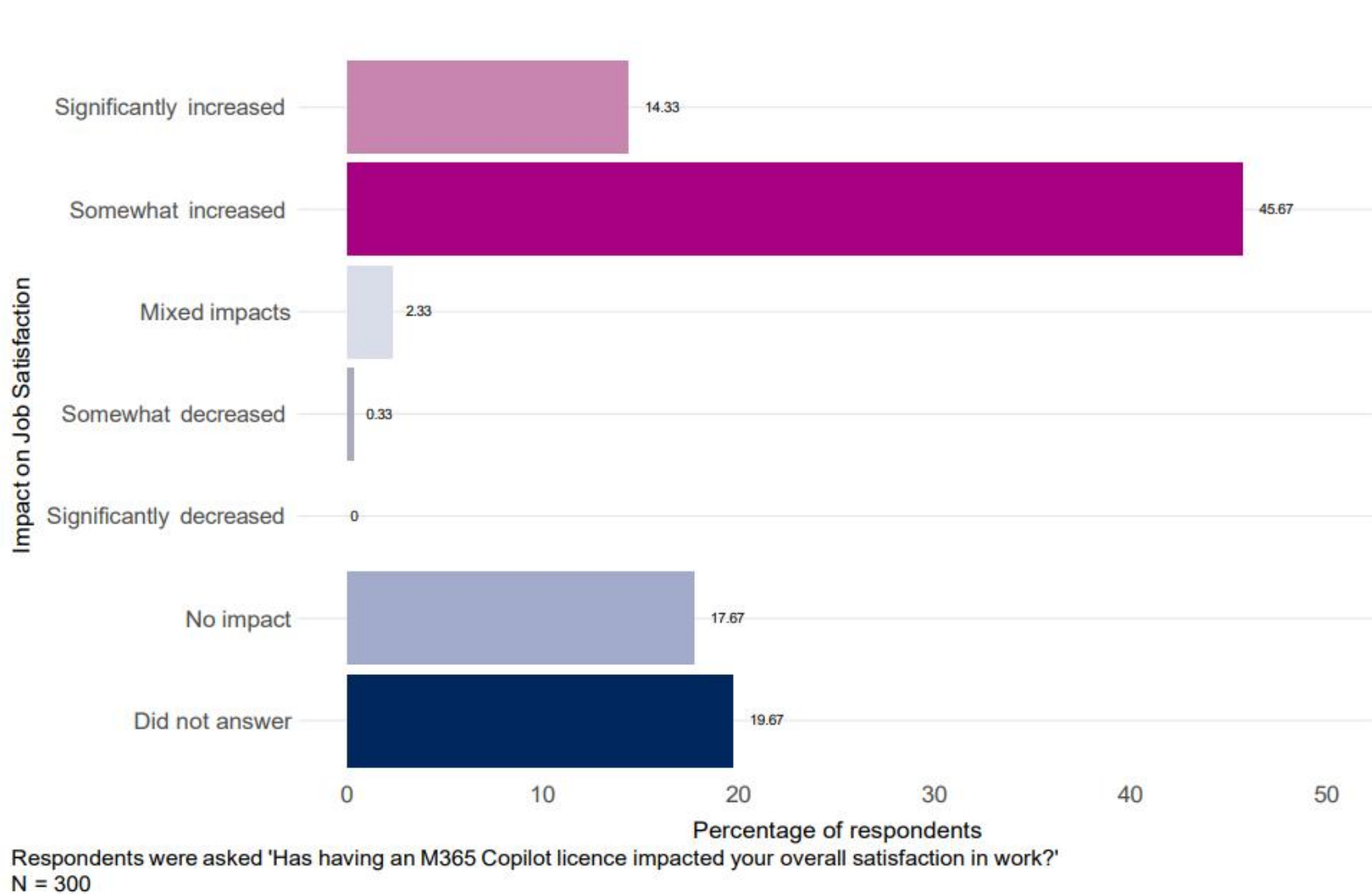


Chart F: Impact of M365 Copilot on job satisfaction

Chart F presents the percentage of responses from the diary study for each category of impacts to job satisfaction caused by having M365 Copilot.



Leadership Sees Value, Too

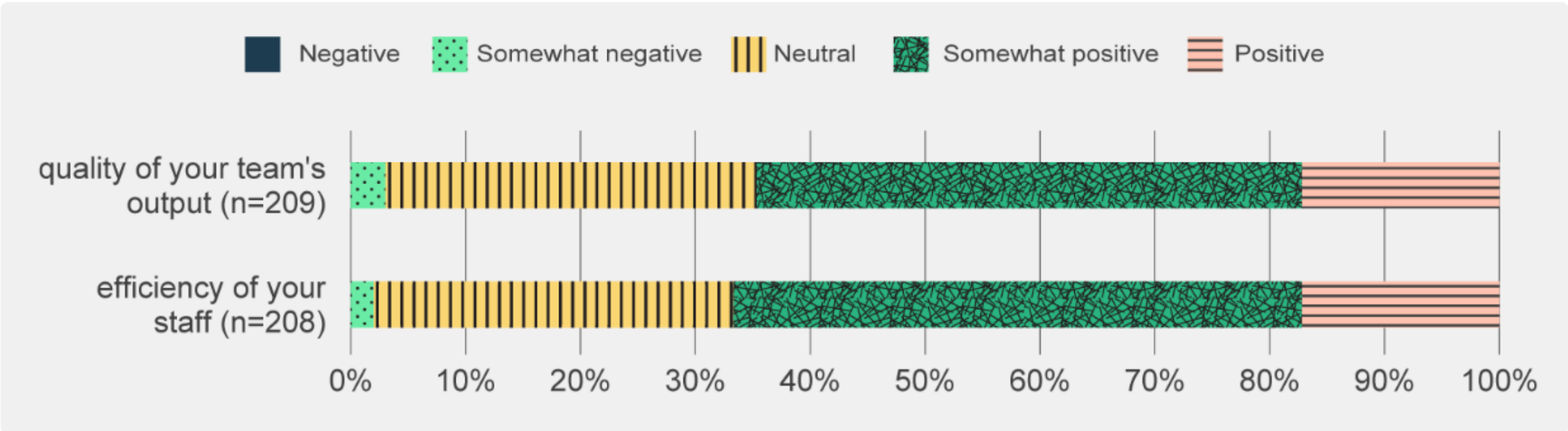


Figure 12 | Post-use survey responses to 'What is the impact of Copilot on...!', from respondents who manage staff (n=209)

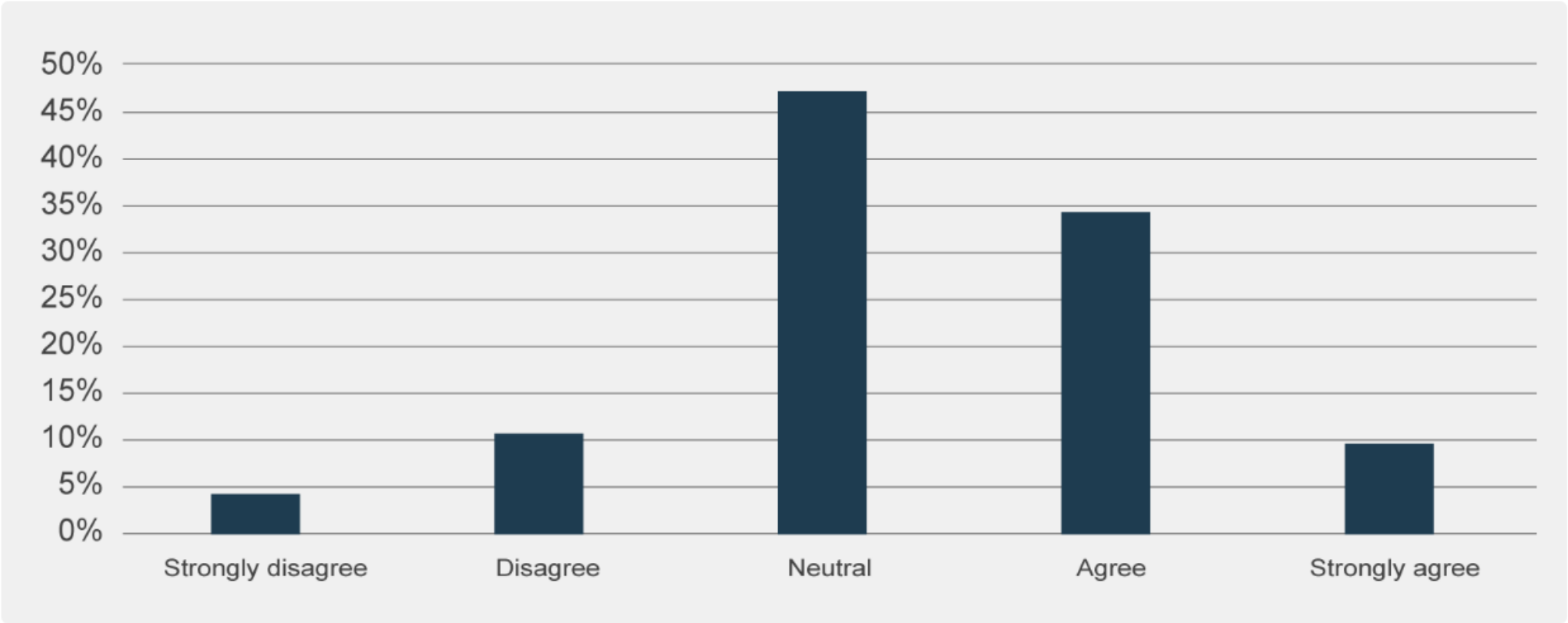


Figure 13 | Post-use survey responses to 'What extent do you agree with the following statement: Copilot has enabled me to allocate my time to perform tasks that are higher value and/or more complex' (n=807)

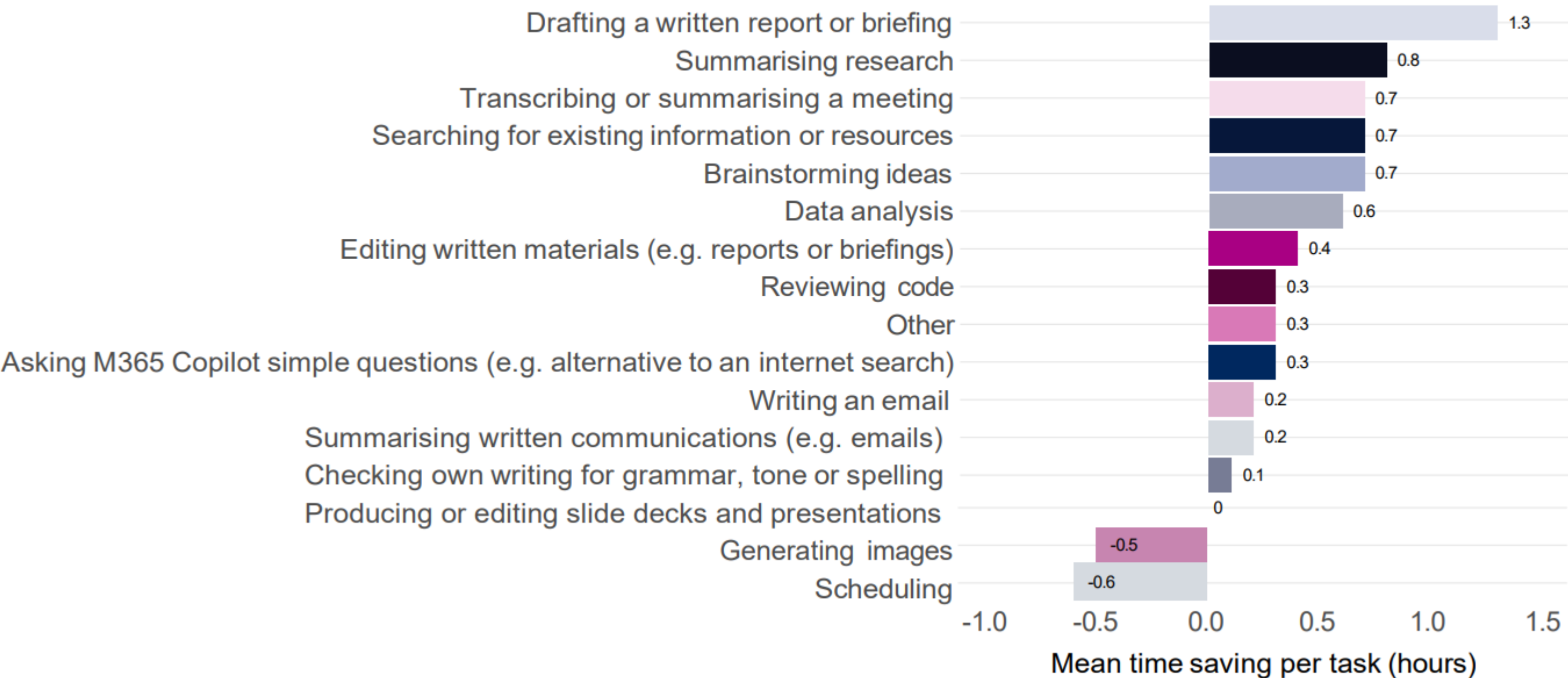
Sweet Spot Scenarios



Department for
Business & Trade

Chart I: Mean time saving per task

Chart I presents the mean time saving per task in hours following adjustments for novelty and unused outputs, and outlier points removed, as described earlier in the paper.



Respondents were asked 'Approximately how many hours did it take to complete this task?', and 'Approximately how many hours would you expect this task to have taken without M365 Copilot?'.

Government Scenario - Improve Citizen Access to Services

Create an agent to assist citizens to navigate government services and information through a Q&A-like experience.

1. Learn about community plans

Wendy is a new resident and wants to learn about community plans for the city. She uses the agent to ask a question about upcoming plans and activities.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Simplify citizen access to information and increase public engagement.

2. Learn about road closures

Sandy needs to plan a trip across the city, but she has heard about roadwork on the way. She asks the agent if any roadwork is being done.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Help citizens work as efficiently as possible and reduce the impact of work being done.

3. Apply for a service

Dave is looking for heating assistance. He doesn't know where to get started. He asks the agent and receives instructions on how to apply.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Improve access to services for constituents and reduce calls to offices.

5. Find office hours

Jake needs to renew his driver's license. He uses the agent to find the nearest location and opening hours.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Improve access to services for constituents.

4. Check regulations

Harold wants to understand the permitting processes for his home remodeling project and gets the information from the agent.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Improve access to information and reduce calls to offices.

KPIs impacted

✓ Communication speed

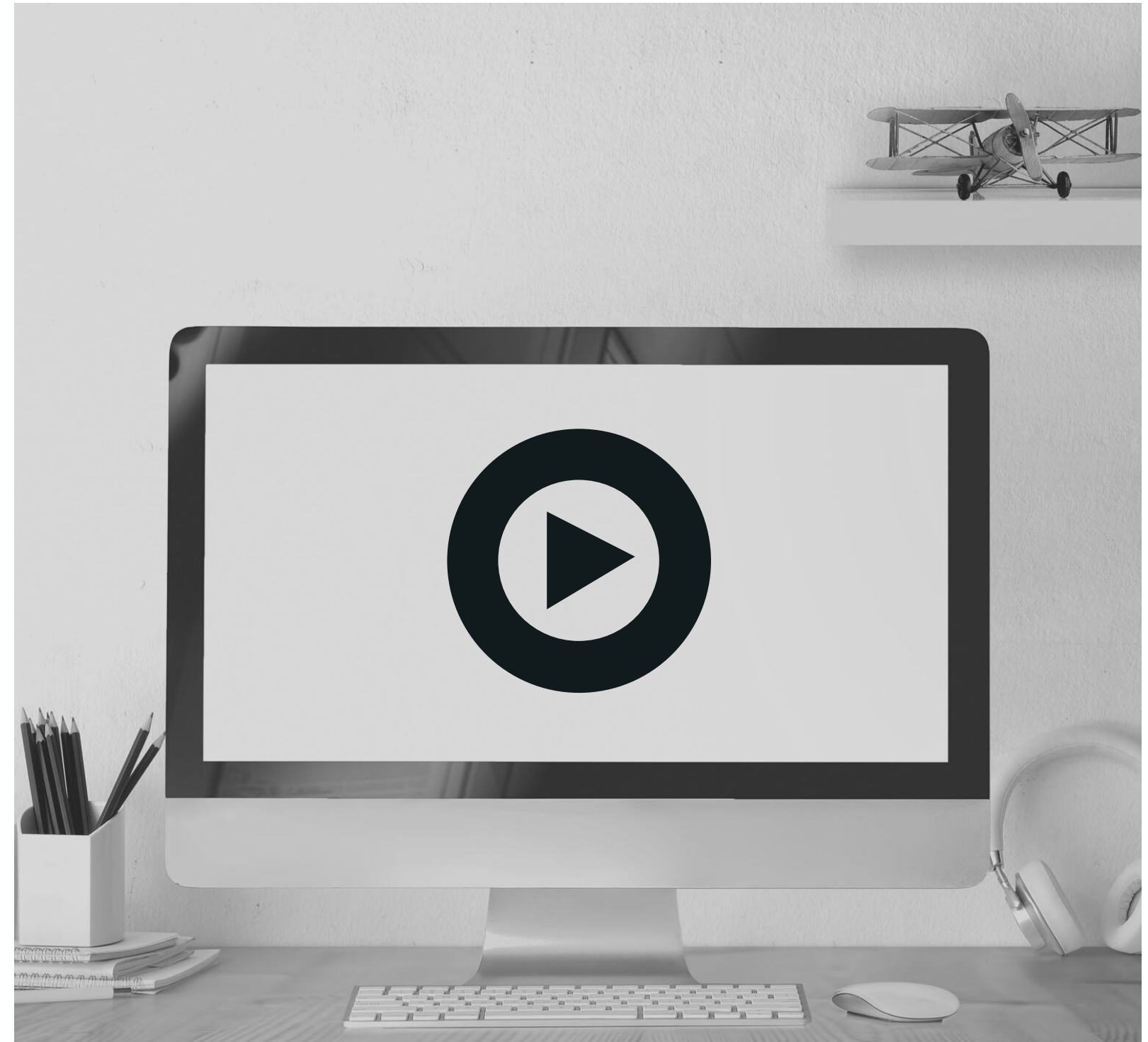
✓ Reduce calls

Value benefit

✓ Cost savings

✓ Accelerated service delivery

CITIZEN SERVICES AGENT DEMO



Government Scenario - Document Processing

Streamline document submission by citizens including initial intake through validation to routing.

1. Ingest uploads and forms via CRM or user-upload

Securely receives and processes uploaded documents and forms from various citizen touchpoints.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Accelerates initial processing of uploaded documents and forms, ensure no submission is lost.

2. Classify & validate required documents

Automatically identifies document types and verifies completeness against predefined organizational policies and rules.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Classifies and validates required documents to guarantee policy compliance and completeness.

3. Compare with existing records to catch errors

Automatically flags mismatches, missing documents, or format inconsistencies by comparing new citizen submissions against existing records before they reach processing teams.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Compares new submissions with existing records to catch errors early and prevent downstream delays.

4. Route to correct team with summary of documentation

Directs validated and summarized document packages to the appropriate internal teams or workflows.



AI Agent
+ Connection to APIs, websites and databases

Benefit: Directs documents to the right department fast and with full context.

KPIs impacted

✓ Communication speed

✓ Faster resolution

Value benefit

✓ Cost savings

✓ Accelerated service delivery

Government Scenario - Other Ideas



Citizen Q&A agent

Equip public service agents with instant, accurate answers from policy documents and internal knowledge to enhance citizen trust and experience.

Available with: Microsoft Copilot Studio



Benefit eligibility agent

Automate benefit eligibility decisions with application of policy rules to citizen application data.

Available with: Microsoft Copilot Studio



Improve communications

Create and execute on communications plans

Available with: Microsoft 365 Copilot



Upskilling recommendation agent

Analyzes citizen's skills to recommend targeted training and job opportunities.

Available with: Microsoft Copilot Studio

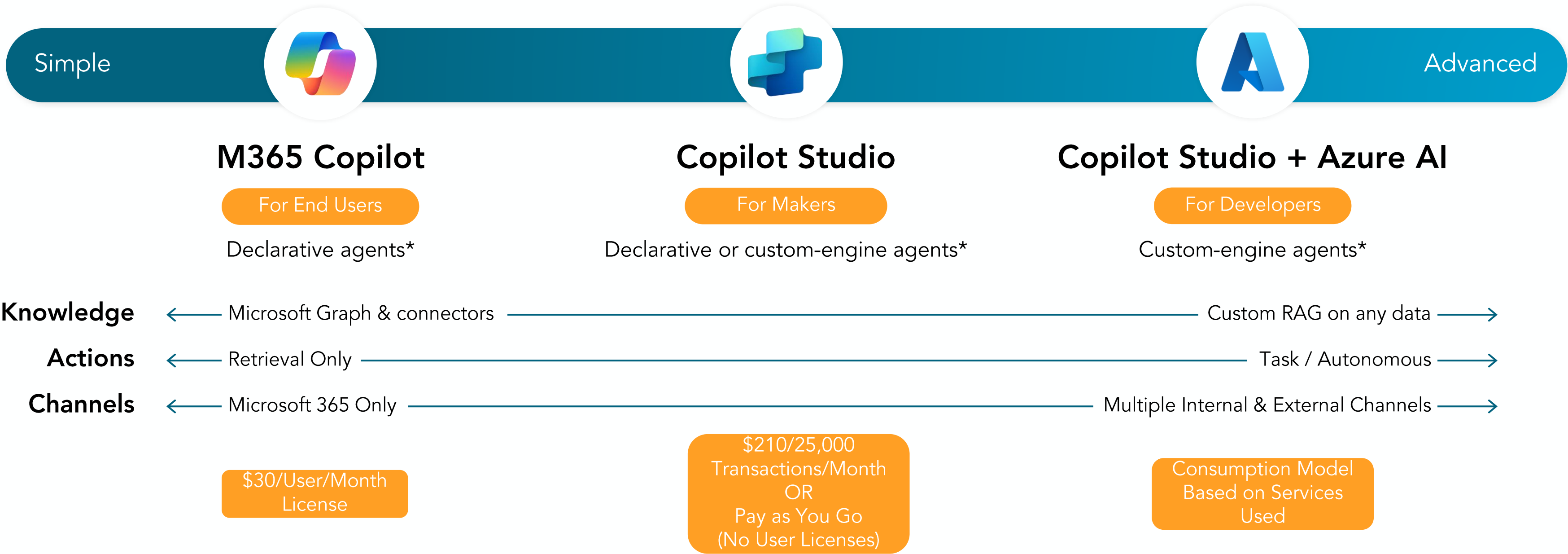


Improve procurement cycle time

Use Copilot to streamline procurement from RFPs to contracts

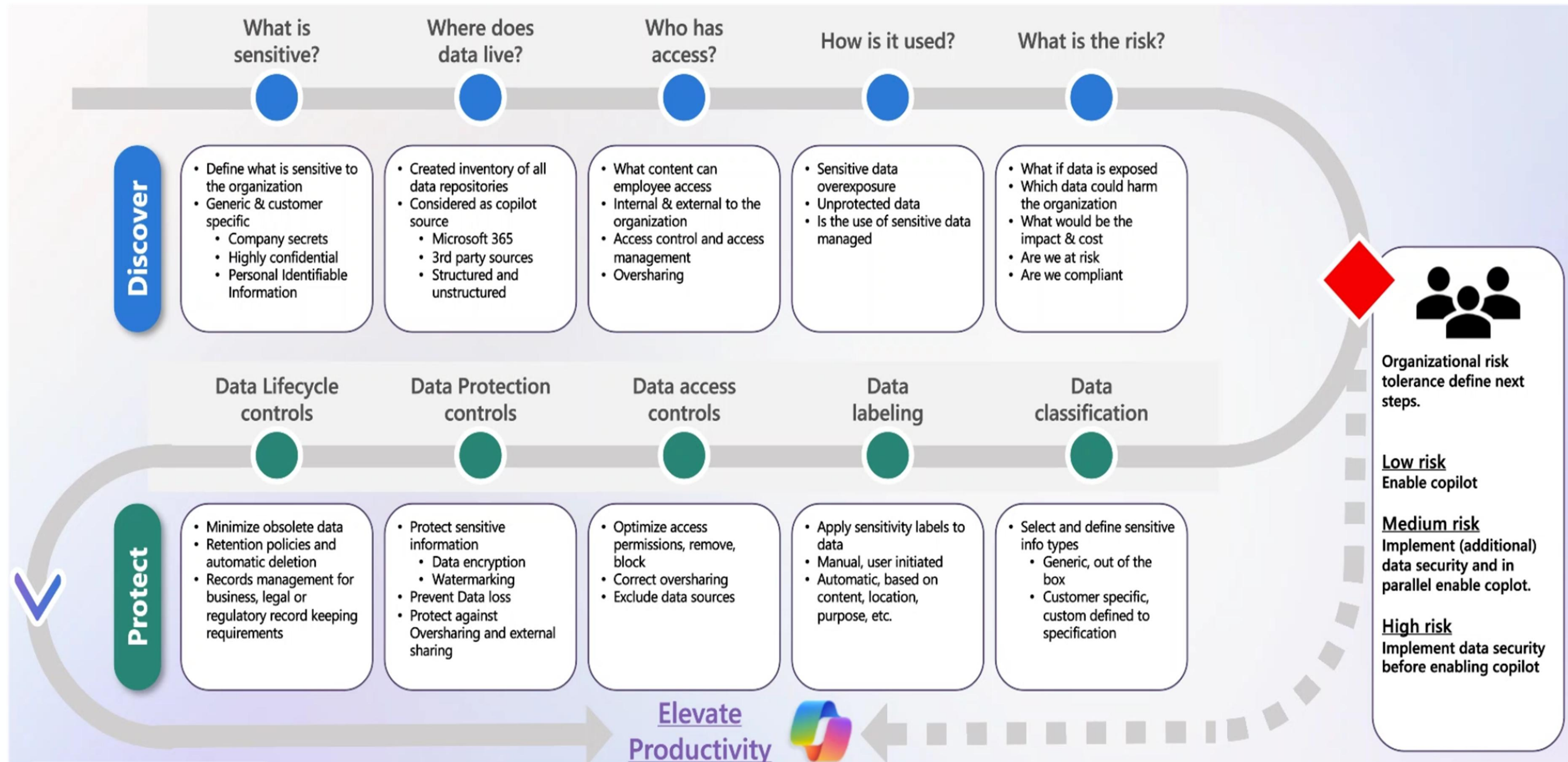
Available with: Microsoft 365 Copilot

Mix and Match Your AI



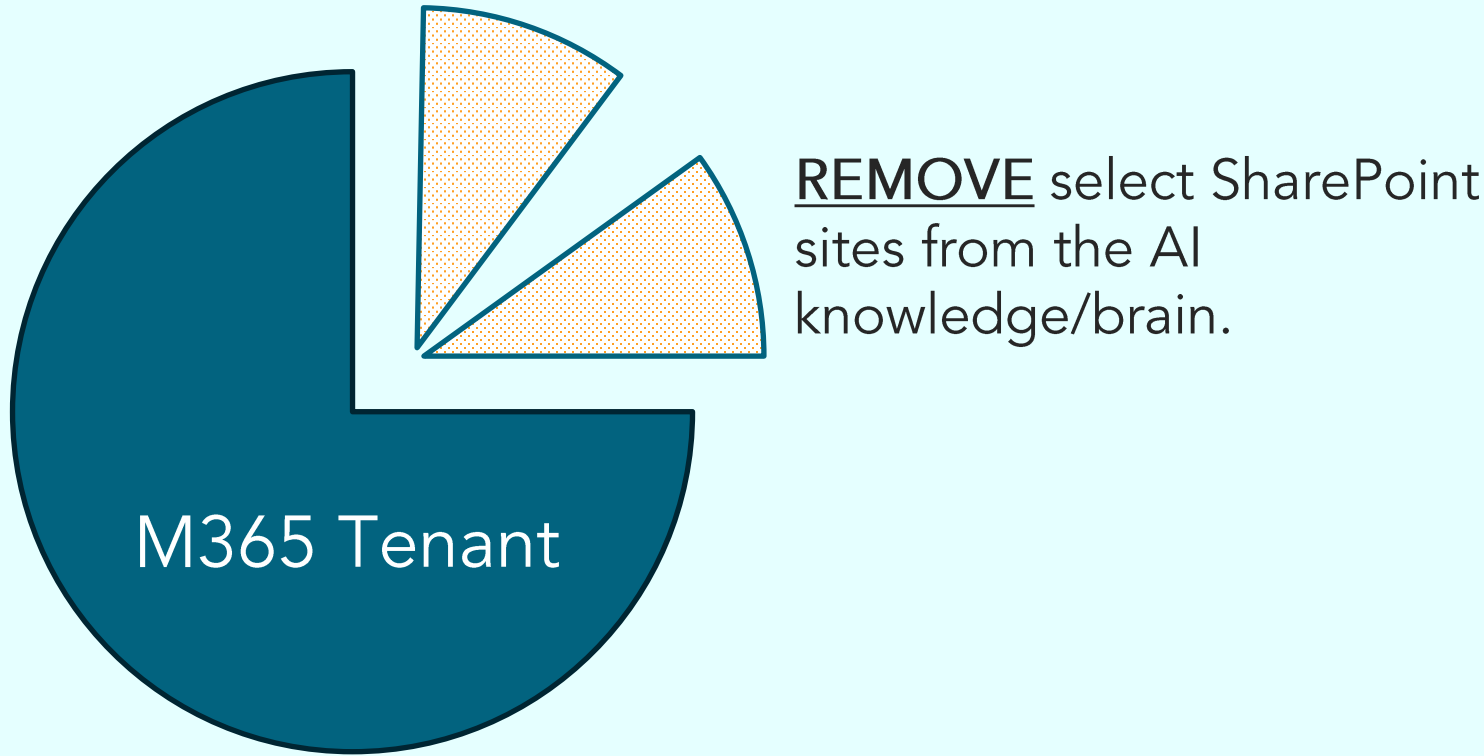
* Declarative = prompts handled by Microsoft 365 Copilot; Custom-engine = prompts handled by custom AI engine (i.e., orchestrator and foundation models)

Risk vs Reward Data Point



Secure Your Content

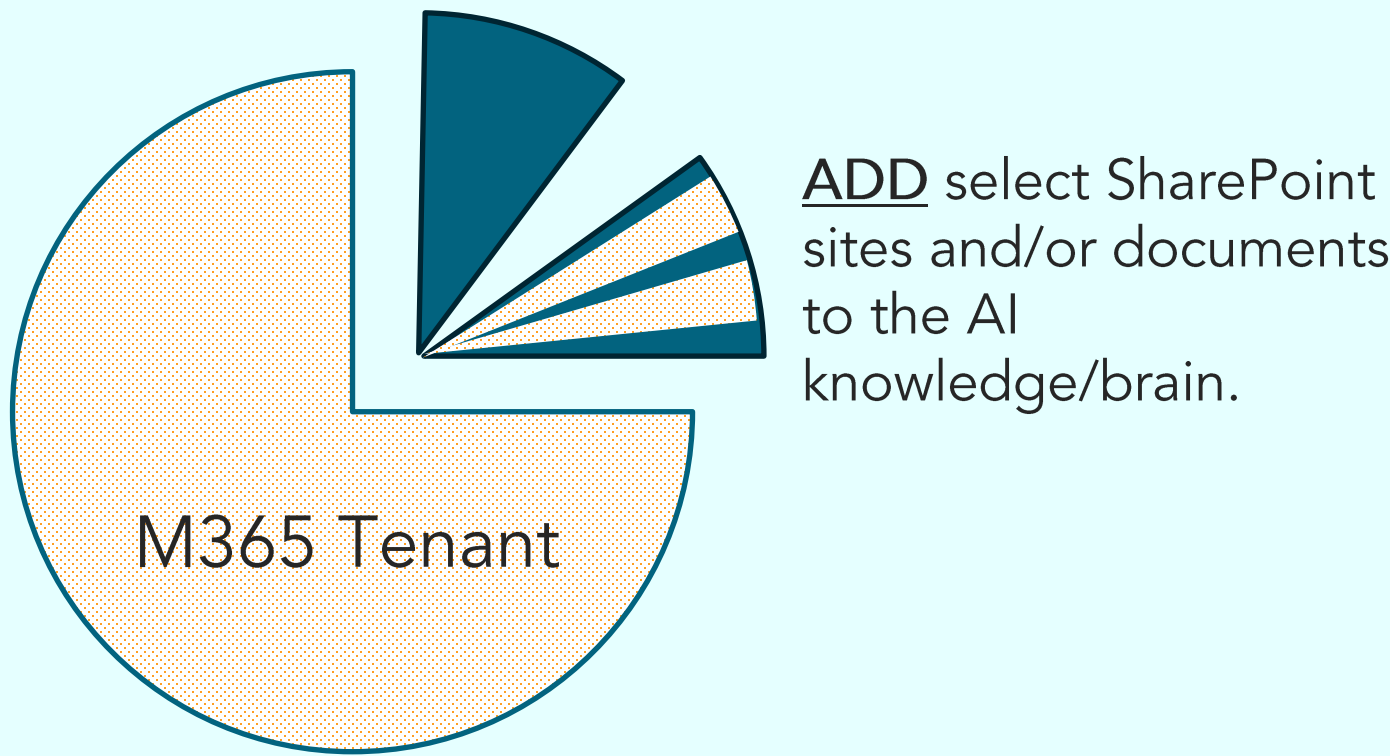
Security Through EXCLUSION (Microsoft 365 Copilot)



PROS	CONS
Quickly remove areas of concern from discovery.	Removes entire SharePoint sites/no fine tuning.
Deploy M365 Copilot while cleaning up content access.	Disables SharePoint search on excluded sites.
	Might still miss content in other sites.

VS

Security Through INCLUSION (Custom Agents)

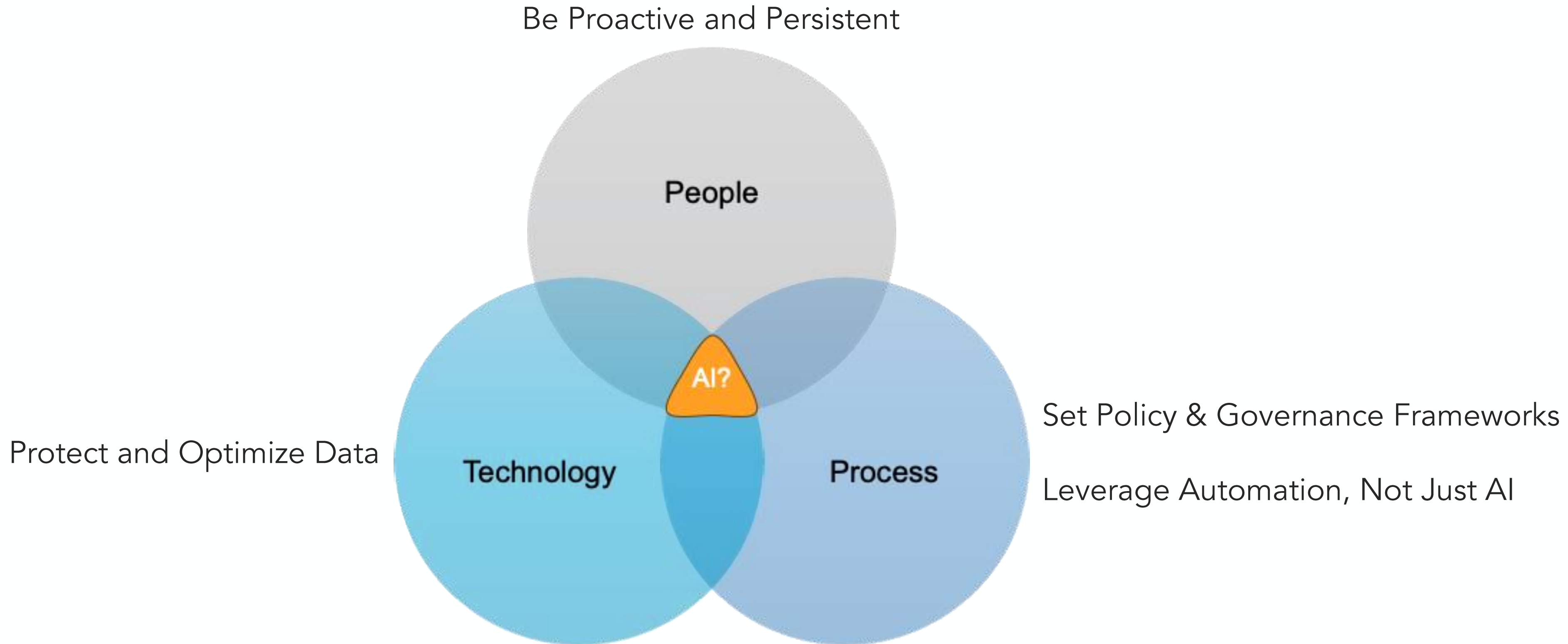


PROS	CONS
Takes a surgical approach to including content.	Requires development of a custom agent.
Focus the AI on the content that is relevant to its function and audience.	
Answers are more complete.	



Ask Yourself: What about your work do you wish you could change?

Recommendations From eGroup's Experience



Recommendations From Early Adopters

Detailed and Adaptive Implementation

1. Product selection

Agencies should consider which generative AI solution are most appropriate for their overall operating environment

2. System configuration

Agencies must configure their information systems, permissions, and processes to safely accommodate generative AI products.

3. Specialized training

Agencies should offer specialized training reflecting agency-specific use cases

4. Change management

Effective change management should support the integration of generative AI by identifying 'Generative AI Champions'

5. Clear guidance

Provide clear guidance on using generative AI.

Encourage Greater Adoption

6. Workflow analysis

Agencies should conduct detailed analyses of workflows across various job families and classifications to identify further use cases.

7. Use case sharing

Agencies should share use cases in appropriate whole-of-government forums

Proactive risk management

8. Impact monitoring

The APS should proactively monitor the impacts of generative AI, including its effects on the workforce.

eGroup's AI Strengths in the Public Sector



ACQUIRE

1. License Procurement
2. Cloud Solution Provider Plans

IMPLEMENT

1. Readiness
 - AI in a Day Envisioning
2. Validate
 - AI Foundations Assessment
 - AI Road Mapping
 - AI Solution Design
3. Implement
 - M365 Copilot Deployment
 - Agent in a Box
 - Custom AI Solutions

MANAGE

1. AI as a Service
2. AI Solution Management



THANK YOU!