Microsoft

Supporting vulnerable populations with AI and IoT

Empowering Cross-Agency Collaboration

This information is for government decision-makers who:

- Are curious about the value of integrating AI and IoT to support vulnerable populations.

- Would like to understand how digital transformation leads to better cross-agency collaboration.

- Recognize the urgency to transform government processes to make it easier to work across agencies but aren't sure how to start.

Innovating for more effective government services

How can government organizations innovate for more effective services? Is it enough to digitize processes, or does transformation require a cultural shift as well?

The importance and impact of government agency work cannot be overstated. Its effects are felt by nearly every human on the planet. Collaboration between government agencies and departments is increasingly important, whether it's for a small township, or larger agencies in different countries working together. Technology has dissolved the boundaries between borders and between people. Government processes and interactions with the public need to keep pace with the increasing expectations of people.
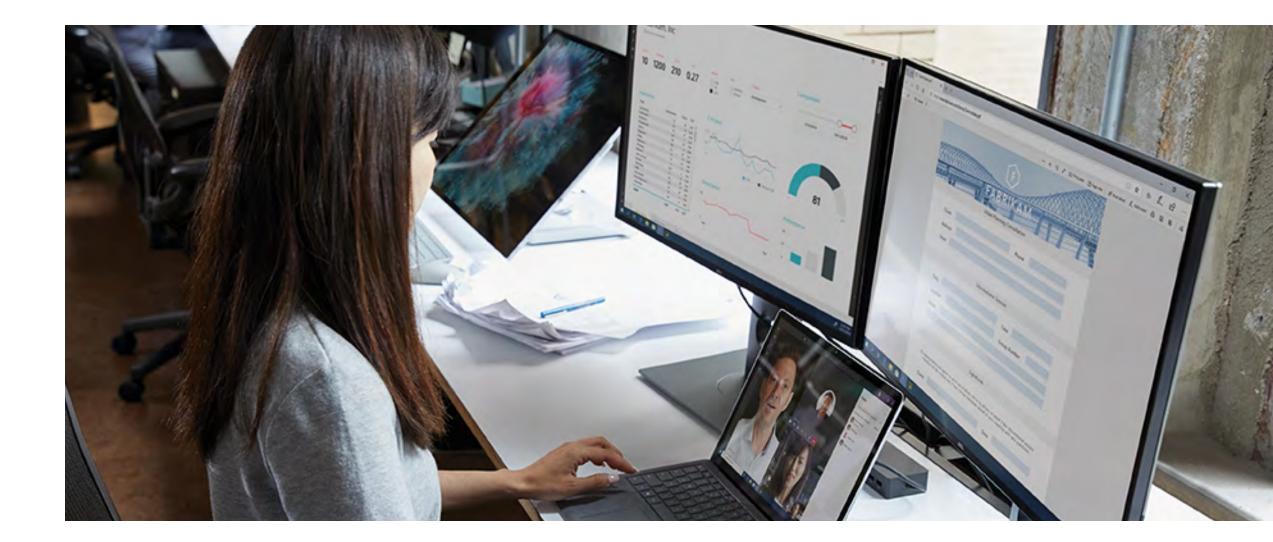
Here we explore how cross-agency collaboration can help government support vulnerable populations with AI and IoT, while addressing the challenges—and how to overcome them.

Supporting vulnerable populations with AI and IoT

Artificial intelligence (AI) and Internet of Things (IoT) are innovative areas for government agencies to explore. They have the potential to radically transform the way governments support vulnerable populations. In one example, AI working with global crime and travel data can identify patterns often linked to child trafficking (for instance, a person with prior drug arrests who is now traveling outside their home country and was stopped with a fake passport), and alert authorities.

In 2019, **21.1%** of the population of the European Union **(92.4 million people)** were considered at risk of poverty or social exclusion.[1]

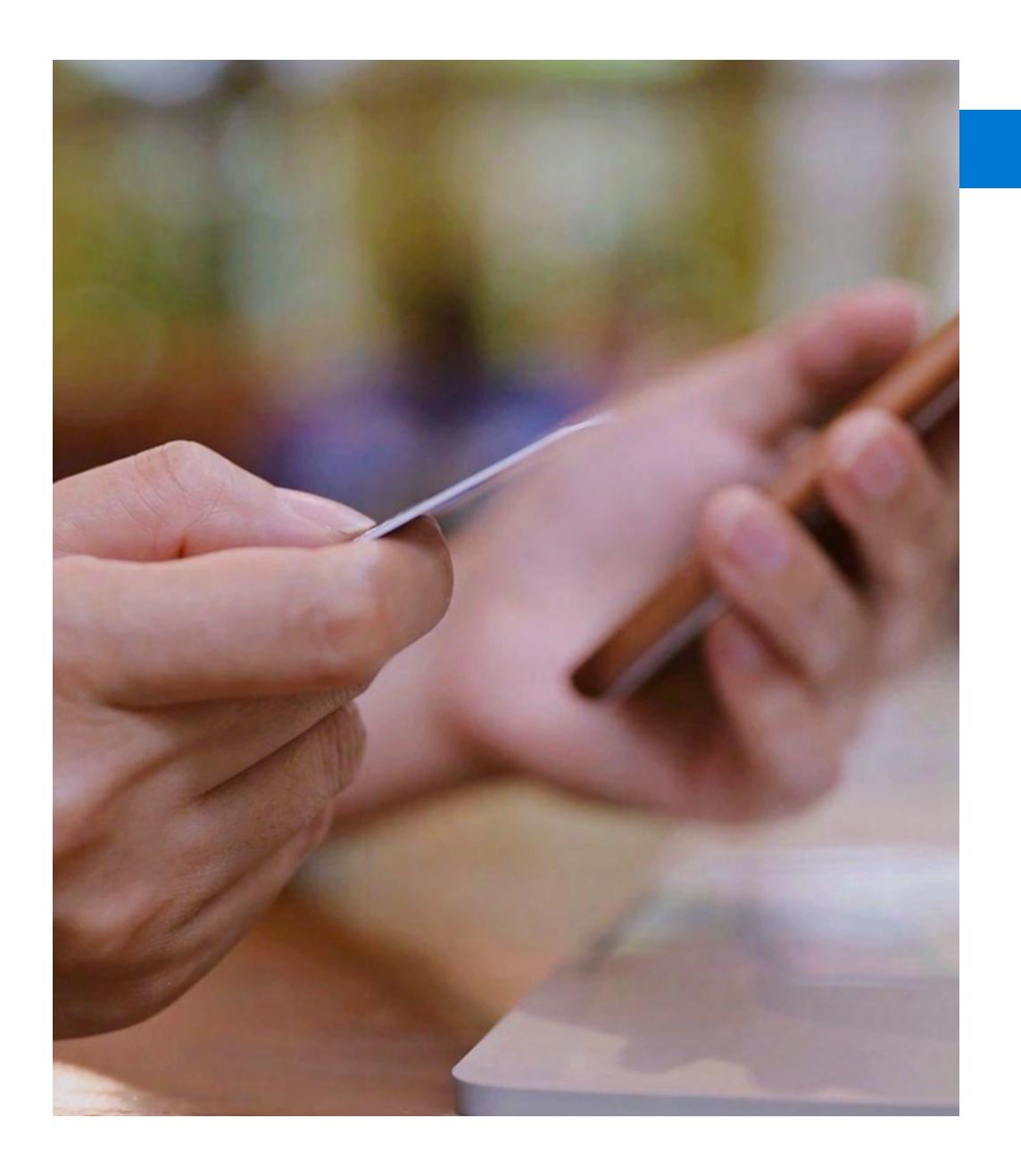## A global connected, digital effort requires governments to:

Rethink data

AI and IoT run on data. If central data collection is not organized and managed, these advanced methods can't be used.

Operate in real time

Vulnerable populations almost always need support in moments of crisis. Waiting several days for information and decisions makes things worse. Moving quickly is essential, and this is only possible with a connected data system across agencies.

[1] Eurostat, "Over 20% of EU population at risk of poverty or social exclusion in 2019," 2020.

👤 Customer story

Chile's FOSIS uses AI to help customers get answers

Thanks to the creation of a secure virtual assistant built around Microsoft Azure AI, Chile's Solidarity and Social Investment Fund (FOSIS) can now swiftly and easily address frequently asked questions from citizens regarding their application process for business funds. The functionality is twofold: it works as a public assistant to answer questions, and as a private assistant that supports applicants throughout their experience, identifying possible errors in form processing and addressing specific queries.
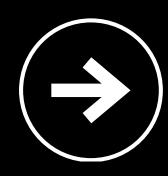
> **We have an automated business intelligence report that provides us with data on bot interactions. All the application data—budgets, program information, and operational management—is displayed in Power BI, which translates into greater transparency."**

Cristian Arnolds
Head of Digital Transformation
FOSIS

Getting started

Integrating AI and IoT to help those individuals most at risk for poor outcomes is one way to turn the tables in their favor. Taking the first step toward digital transformation enables more powerful cross-agency collaboration, which can bring better outcomes for vulnerable people. The urgency to embrace digital transformation has never been greater, and governments can build on this to lay the foundation for a long-term strategic approach.

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Transform collaboration within and across agencies with Microsoft Teams >

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