

Social Care AI Chatbot for UK Public Sector

Service Efficiency

AI-powered 24/7 social care assistance for UK public services

Secure, integrated chatbot to streamline citizen support and frontline operations

Reduced Manual Workload

Cuts time spent on manual contract review, freeing commercial and legal teams for higher-value strategic

Improved Procurement Efficiency

Provides real-time visibility and analysis of contracts, shortening procurement and approval cycles.

Enhanced Risk Management

Improves detection of contractual, financial and regulatory risks, reducing exposure to disputes and

Transform Public Services

- Purpose-built for UK public sector, including councils, NHS, agencies and educational institutions.
- Combines AI-driven analysis with strong security controls (encryption, RBAC, certified datacentre standards, annual
- Integrates as both a standalone platform and an add-on to existing government procurement and ERP systems.
- Delivers full auditability with configurable audit trails, user activity logs and exportable data in open formats

Service Overview

This service is an advanced AI chatbot designed to support UK public sector social care teams by providing citizens with round-the-clock guidance, information, and crisis triage through a secure web interface. It reduces administrative workload, speeds up responses, and integrates with existing systems to improve both citizen experience and operational efficiency.

Core Capabilities

- 24/7 conversational AI for social care information, guidance, and triage across routine and crisis scenarios
- Seamless integration with existing public sector management and case systems via RESTful APIs
- Personalised, accessible web chat experience that complies with UK accessibility and data protection standards

Key Features

AI-powered internal data integration for UK government systems

Secure knowledge document processing with semantic search capabilities

Natural language processing for intuitive user queries and responses

Automated policy compliance monitoring and real-time regulatory alerts

Intelligent workflow automation to improve operational efficiency

Multi-source data aggregation and centralised knowledge repository management

GDPR-compliant data handling with UK government-grade encryption standards

Flexible deployment across public, private, community, and hybrid cloud models

Service Benefits

Reduced Manual Workload

Cuts time spent on manual contract review, freeing commercial and legal teams for higher-value strategic activities.

Improved Procurement Efficiency

Provides real-time visibility and analysis of contracts, shortening procurement and approval cycles.

Enhanced Risk Management

Improves detection of contractual, financial and regulatory risks, reducing exposure to disputes and liabilities.

Actionable Insights & Cost Savings

Surfaces opportunities for savings and efficiency through analytics on contract terms, utilisation and performance.

Summary & Key Advantages

Why Choose This Service

- Purpose-built for UK public sector, including councils, NHS, agencies and educational institutions.
- Combines AI-driven analysis with strong security controls (encryption, RBAC, certified datacentre standards, annual penetration testing).
- Integrates as both a standalone platform and an add-on to existing government procurement and ERP systems.
- Delivers full auditability with configurable audit trails, user activity logs and exportable data in open formats (CSV, JSON, XML).
- Backed by tiered UK-based support, WCAG 2.2 AA compliant interfaces and documented SLAs for availability and performance.

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