



AI & Intelligent Automation Managed Service

DigiStaff are committed to helping Local Government protect and improve their services. We understand that now, more than ever that Local Government faces tighter budgets, expanding workloads, declining workforces, increasing regulatory requirements, rising data security concerns, and growing citizen expectations. As such we have created our DigiStaff service to support you in meeting all of your challenges

Our Service

DigiStaff are pre-built, ready-made digital workers that interact with your business systems using a combination of agentic AI, Large Language Models, RPA and APIs to offer the most comprehensive automation solutions on the market. These solutions work with the majority of the IT systems deployed within Local Authorities. We offer a fully managed service which means we run, maintain, update and develop all of the processes for you, meaning you don't have to go through any training and can realise an instant ROI on your investment.

What DigiStaff are available?

The Services that DigiStaff are available for include:

- ▶ Revenues & Benefits
- ▶ Housing
- ▶ Adult Social Care
- ▶ Accessible Transport
- ▶ Regulatory Services
- ▶ HR
- ▶ Finance

Please contact us for the full list of our processes currently available

What if you do not have any DigiStaff for my Service Area?

We will work alongside you to build the DigiStaff using your subject knowledge our SMEs and design expertise. If you choose to do this, then we will offer you a significant discount as a development partner (see pricing document).

Your Automation Partner

An important step is to choose an implementation partner with experience of the sector. The DigiStaff team are experts in Intelligent Automation in Local Government. D4S can

provide you with experienced developers, business analysts, project managers and more to identify the right processes to automate and maximize your return on investment.

Working with DigiStaff you will receive:

- ▶ Ready-made DigiStaff solutions to give you quick savings and improvements
- ▶ The identification of the right processes to automate
- ▶ Affordable and scalable solutions
- ▶ All of your license costs in one agreed fee.
- ▶ No requirement to buy licenses to your peak workloads and have them sitting idle for the remainder of the year. DigiStaff will provide you what you need, when you need it.
- ▶ Management and staff workshops to prepare your team
- ▶ Identifying the right technologies for each process and each client
- ▶ Solutions that compliment and integrate with your existing technologies
- ▶ A significantly faster and higher ROI than attempting a Centre of Excellence

Working with an experienced partner like DigiStaff makes the adoption of these new technologies more sustainable and affordable for Local Government.

Highlighted Processes / Technologies

Historic Credits & Refunds

Our process will enable you to return much needed funds back to the general fund by identify credits held within your council tax and NDR systems and determining whether it can be written on to the general fund or can be returned to the resident.

HMRC AOE Data Sharing Pilot / Project

We worked with a number of pilot sites to develop a solution that will

BetterCare Finance Data Integration

Working with the team at Infoshare+, we provide integration between the Bettercare Finance form and your line of business system e.g. Mosaic, Liquid Logic, Eclipse/Care First/Swift etc.

In addition to integrating the data between the two systems we can also provide additional software that will read and validate the supporting evidence and perform any necessary checks required to ensure that the applications are valid and complete.

Inteliedocs

Many business applications and processes are driven around the need to capture information, be that from humans or other data sources. Trying to capture that data across diverse applications can be both expensive and complex.

This is where Inteliedocs comes in. Our new AI driven solution for the Classification, Extraction & summary of content regardless of the type or volume of document. Coupled with our DigiStaff digital workers we can provide the complete automation solution to enhance your business processing.

Other Processes

For our full catalogue of processes please contact Andy Heys or Iain McLean

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