

IBM Consulting

A glowing blue cube is positioned in the center of the image. The cube has two cloud icons on its visible sides, each composed of a pixelated pattern. The cube is surrounded by a network of thin, glowing blue lines that intersect at various points. The background is a dark, textured surface resembling a circuit board or a microscopic view of a material, with various rectangular and irregular shapes.

G-Cloud 15

IBM – Generative AI Powered Productivity &
Quality Improvement for Case Workers &
Support

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Contents

Service Overview.....	3
Our Offering.....	5
About IBM	7

IBM Generative AI Powered Productivity & Quality Improvement for Case Workers & Support Service Overview

IBM's Generative AI Enablement service helps organisations harness the power of **GenAI assistants** to improve productivity, quality, and decision-making in case management and operational workflows. Our approach combines **role-based customisation, governance, and data-driven insights** to ensure safe, scalable, and measurable adoption.

Features

- **Role-Based Assistants Customised to Your Data, Standards and Workflows**
Example: Deploying a GenAI assistant tailored for claims processing teams to automate document summarisation and case triage.
- **Learn by Doing: Test, Iterate and Refine GenAI Assistants**
Example: Running pilot programmes with feedback loops to optimise assistant performance for legal case reviews.
- **Robust Framework for Measuring Productivity and Quality Improvements**
Example: Implementing dashboards that track time saved per case and accuracy improvements in document analysis.
- **Unbiased Advice on Selection of GenAI Platforms and LLMs**
Example: Comparing OpenAI, Anthropic, and IBM watsonx.ai models to recommend the best fit for compliance-heavy environments.
- **Comprehensive Governance, Analytics and Dashboards for GenAI**
Example: Providing audit trails and compliance reporting for all AI-driven decisions to meet regulatory standards.

Benefits

- **Improves Productivity and Quality in Case Management Teams**
Example: Reducing case resolution time by up to 30% through automated document drafting and summarisation.
- **Data-Driven Decisions Based on Measurable Improvements**
Example: Using analytics to demonstrate a 20% increase in accuracy for fraud detection workflows.
- **Maximises Impact Through Role-Specific Customisation**
Example: Tailoring assistants for HR case handling versus financial compliance reviews.

- **Leverage Productivity Gains to Reduce Overall Costs**

Example: Cutting operational costs by automating repetitive tasks like data entry and report generation.

- **Full Governance and Auditability of GenAI Initiatives**

Example: Ensuring every AI-generated recommendation is logged and traceable for compliance audits.

Key Differentiators

- **Intelligent Automation with GenAI**

IBM combines **role-based AI assistants**, **workflow automation**, and **predictive analytics** to deliver tangible business outcomes.

- **Vendor-Neutral Advisory**

Independent guidance on selecting the right GenAI platform and LLMs for your organisation.

- **Governance and Compliance Built-In**

Frameworks that ensure ethical, secure, and auditable AI adoption across all use cases.

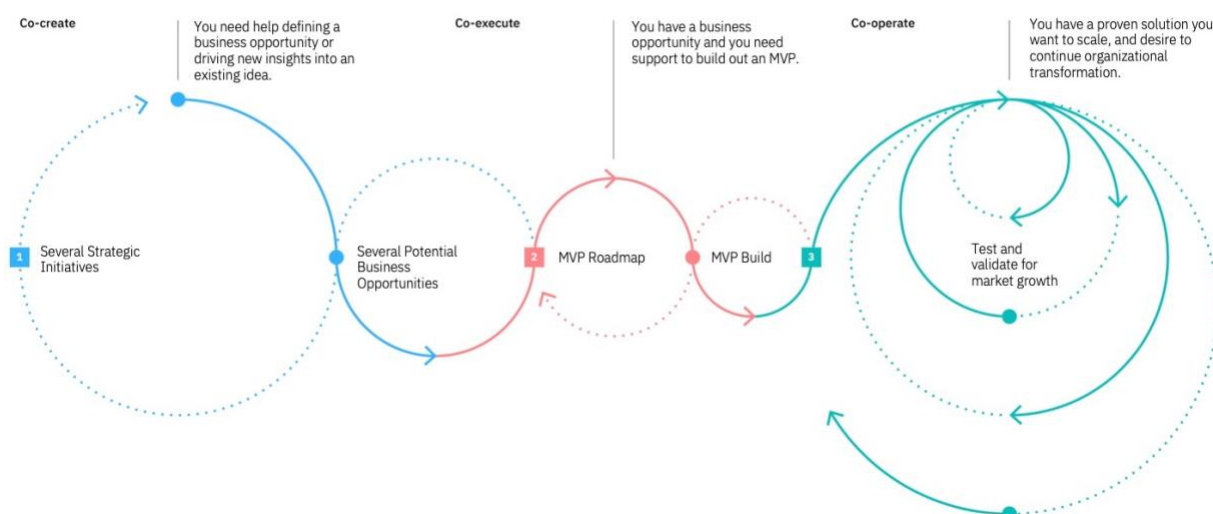
IBM Generative AI Powered Productivity & Quality Improvement for Case Workers & Support

Our Offering

This service, powered by IBM Garage's end-to-end model for accelerating digital transformation, helps public sector organisations improve productivity and quality in case management and support use cases.

IBM Garage Methodology

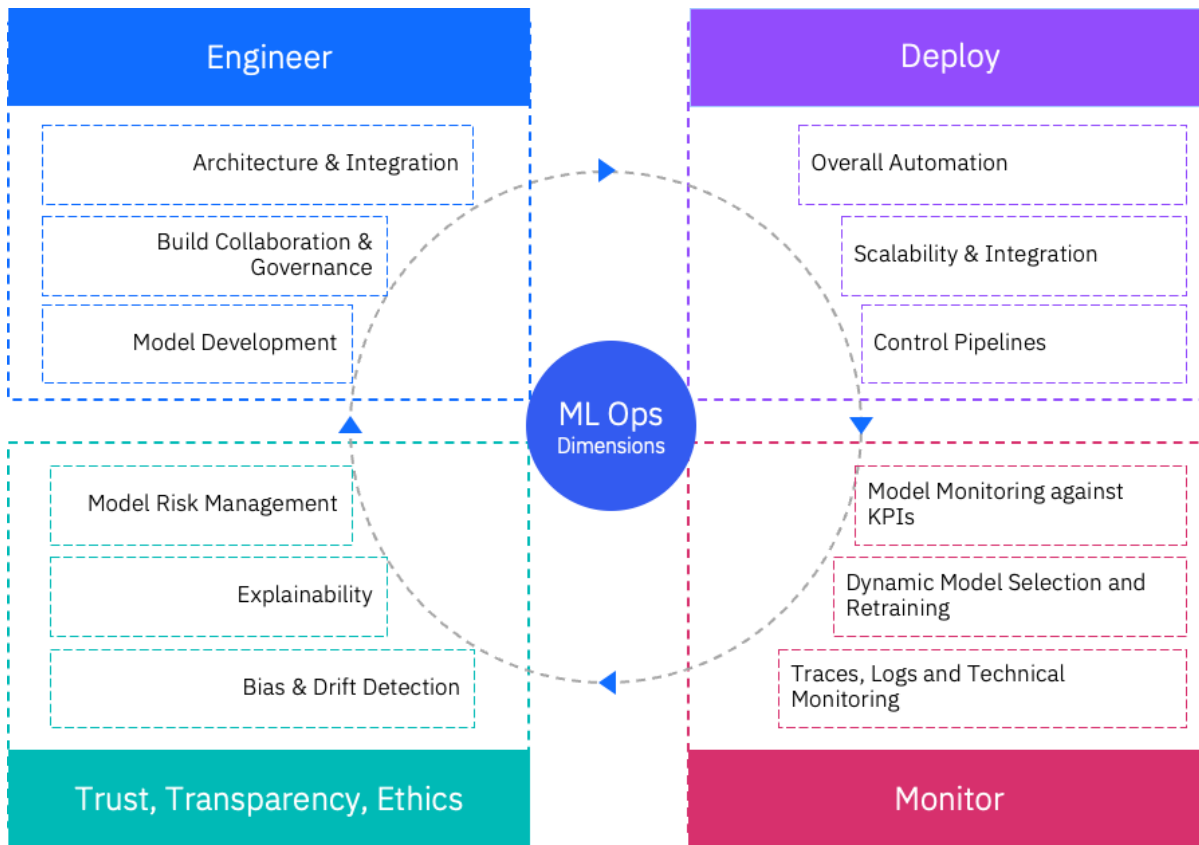
De-risk digital transformation through structured innovation



It provides customised, role-based Generative AI (GenAI) assistants to case workers and support staff, supporting their interactions with the public, citizens, and patients. The service works with the organisation's chosen GenAI platform and Large Language Models (LLMs), which are procured separately.

Features include learn-by-doing testing and iteration, a robust framework for measuring productivity and quality improvements, and unbiased advice on selecting the right GenAI platform and LLMs. The service also covers governance, analytics, and dashboards for GenAI.

Benefits include improved productivity and quality, data-driven decision making, maximized improvements, reduced costs, and reduced task times, with full governance and auditability of Generative AI initiatives. By leveraging this service, public sector organizations can enhance their case management and support capabilities, leading to better outcomes for citizens and patients.



IBM's model for AI / Machine Learning Operations

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue



National Infrastructure



Social Care



Education



Work and Pensions

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands.

Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors

