North Somerset Council's Journey with Agilisys' QuickAction

North Somerset Council has embraced Generative AI through our **QuickAction** platform, achieving immediate productivity boosts, including a 90% reduction in survey analysis time. Explore the key highlights of how GenAI is transforming the public sector.

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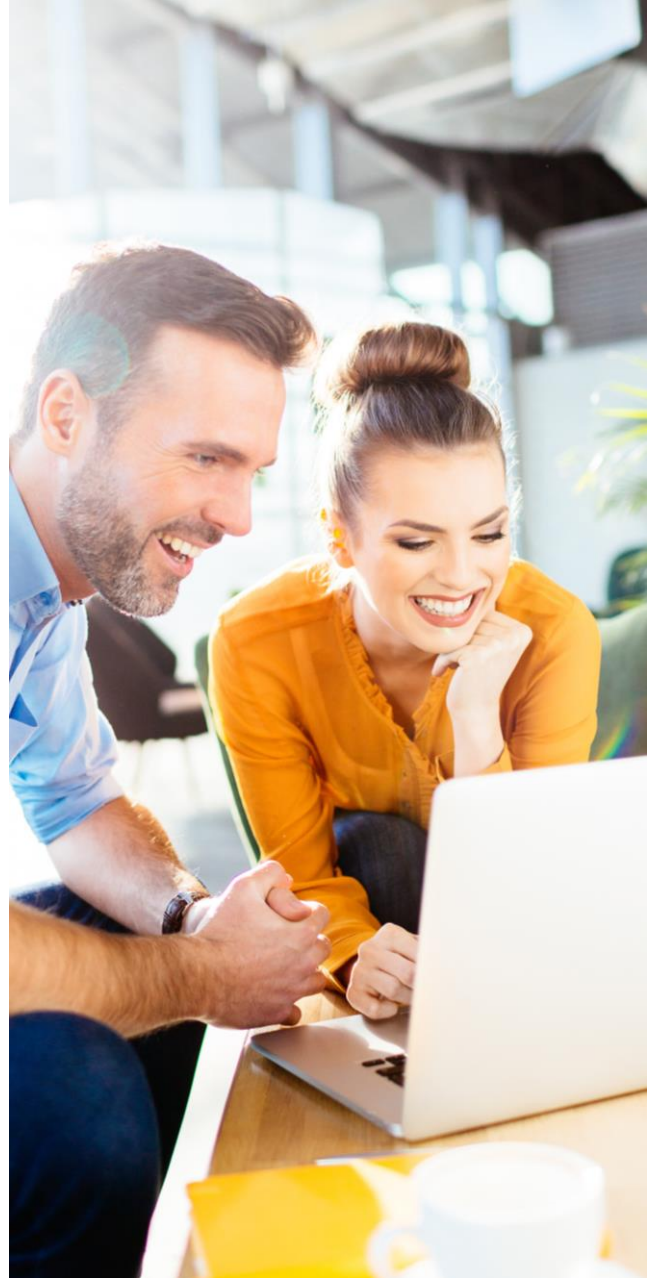COUNCIL

September 2024

Summary

Streamlining business administration with GenAI

North Somerset Council is using QuickAction to transform its various services as part of its Generative AI innovation partnership with Agilisys Transform. Early adoption has already delivered noticeable productivity boosts across multiple teams and services, with even greater improvements expected as the solution becomes fully integrated across the council.

QuickAction is a secure and scalable **Generative AI** process optimisation tool tailored to the specific needs of public sector organisations. It enables significant time savings by automating routine tasks, allowing council staff to focus on high-value activities.

North Somerset Council and Agilisys, with a 14-year strategic partnership, have recently collaborated to adopt Generative AI, driving significant improvements and efficiencies. This latest initiative showcases how AI can rapidly enhance operational efficiency, service delivery, and technological innovation in the public sector.

Through agile co-development, we've pinpointed key operational challenges and service user needs where Generative AI adds significant value. This partnership is already enhancing efficiency, reimagining service delivery, and upskilling council staff, setting the stage for a more innovative and efficient local authority. Early results show productivity gains across teams, with more benefits expected as the solution becomes fully embedded.

Agilisys Transform | QuickAction

The Challenge

Scaling high-quality delivery of services with resource and budget constraints

North Somerset Council faced the challenge of scaling high-quality delivery of services in the face of limited resource and budget constraints, and against a backdrop of having successfully delivered year-on-year savings and performance improvements over many years.

The council needed a way to improve the speed and effectiveness of existing processes and, at the same time, reimagine some ways of working in the light of new technological capability. QuickAction was identified as a suitable tool for the council to adopt, due to its unique offering of organisation-specific functionality and standardised outputs that enable rapid task execution through **repeatable, one-click actions.**

Unlike other GenAI process optimisation tools available for enterprise clients, QuickAction enables users to create internal data sets ('reference data') for each action performed. This means outputs are consistent across users, and the chance of hallucinations is greatly reduced. Standardised outputs enable rapid knowledge sharing, developing organisations' GenAI maturity, and embedding innovation across their workforce.

The Implementation

90% reduction in time spent on survey analysis

The impact has been significant: North Somerset has seen an estimated **90% reduction in time spent** on survey analysis, saving both financial and staff resources. Tasks that previously took hours or days are now completed in minutes, with improved consistency and quality. By leveraging QuickAction's ability to rapidly process large volumes of unstructured data, the council is better positioned to engage proactively with its citizens, driving substantial resource savings and enhancing operational capacity.

QuickAction was deployed to **40 users in just one afternoon** for a four-week trial, where the Agilisys Transform team collaborated with key service areas to develop tailored, high-impact use cases. These included transforming manual, **admin-heavy tasks in children's social care, planning, business support, legal, and web services** into streamlined QuickAction processes that take mere seconds. The trial identified and developed over 20 high-value use cases within a month.

Following this success, North Somerset moved from trial to pilot, committing to embedding QuickAction across the organization as part of their journey to becoming a fully Generative AI-enabled council. In the initial months, **over 120 users were onboarded**, with Agilisys Transform working closely to identify additional AI use cases and develop valuable QuickActions for immediate use.

Impact & Future Plans

Focusing on more complex service areas such as the council's front door experience and FOI process

North Somerset Council is actively quantifying further efficiencies and potential savings from QuickAction, with cash-releasing benefits already realized in the first few months. New teams are being onboarded, working closely with the Agilisys Transform team to identify and integrate use cases into their daily workflows. Additionally, several long-term innovation projects are in progress, leveraging Agilisys Transform solutions to tackle complex processes like the council's front door experience and FOI process.

North Somerset's adoption of QuickAction highlights the power of innovative experimentation with new technology. By identifying quick wins and long-term gains, trialing Generative AI in a controlled manner, and scaling rapidly, the council is effectively harnessing Generative AI's potential. The strong partnership between council practitioners and Agilisys Transform has been key to securely and successfully embedding this technology across the organization.

> *"Our partnership with Agilisys Transform has seen the council make significant progress in its journey to realising the benefits of Generative AI technology across multiple services. QuickAction is changing the way we work in a number of ways, improving productivity across the council whilst unlocking productivity benefits."*

Jo Walker
Chief Executive, North Somerset Council

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Closing Thoughts

Cutting-edge technology can redefine public sector operations

Andrew Mindenhall, Agilisys CEO, says: "North Somerset has been a brilliant innovation partner for Agilisys Transform, exemplifying how to trial, pilot, and adopt new technology in a way that balances safety with innovation. The council understand the potential impact of Generative AI technology on the public sector and has worked hard to reap those benefits across its services. With a focus on practitioner-led co-development, the innovation partnership between the council and Agilisys Transform has made clear the significant opportunities for local authorities to reimagine their service delivery with new technological capability."

North Somerset's journey with Agilisys Transform and QuickAction exemplifies how innovative partnerships and cutting-edge technology can redefine public sector operations, setting new benchmarks for efficiency and service quality. The ongoing success of the QuickAction solution is a testament to the need for a secure, easy-to-use generative AI environment that enables standardised output for rapid knowledge sharing and efficiency realisation.

To hear more about how North Somerset Council has pioneered GenAI adoption through their innovation partnership with Agilisys, or learn more about the QuickAction solution, please get in touch at **info@agilisys.co.uk.**
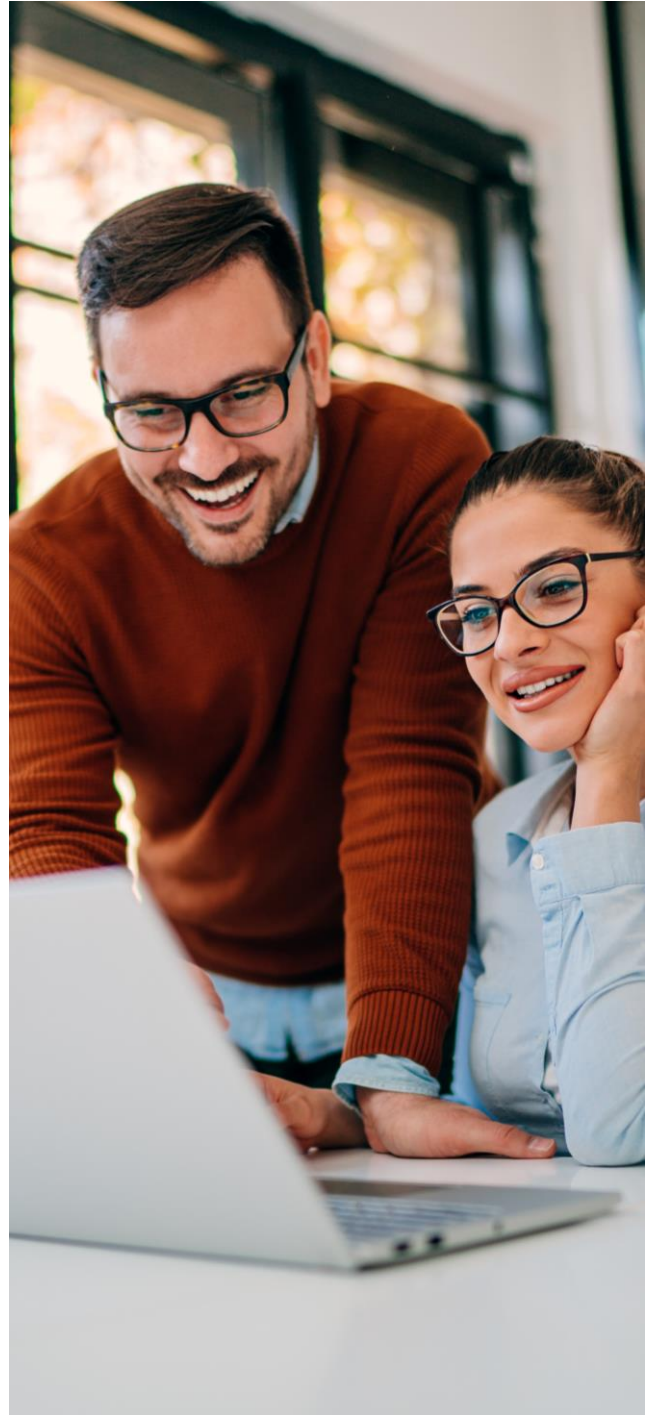
Achieve more and faster with GenAI-powered QuickAction

QuickAction is your gateway to efficiency and innovation. With the power of our secure and scalable Generative AI software, you can optimise diverse processes that take up your valuable time.

Free demo

Agilisys Transform | **QuickAction**

For 25 years, we've partnered with organisations across the public sector to help them unlock the potential of digital technology. Together, we transform the public sector by giving back time, improving citizen, customer and patient experiences and delivering integrated systems. Make digital work for your organisation by contacting us today.

Email Us: info@agilisys.co.uk
Website: www.agilisys.co.uk / transform.agilisys.co.uk

Social Media:

Scale Space, Imperial College White City Campus, 58 Wood Lane, London,W12 7RZ