

# Elevating Digital Government Experiences

Expectations have soared, but government services haven't kept pace. Constituents experience seamless, personalized interactions with commercial sites daily and they expect the same from their government. **Elevating Digital Government Experiences (EDGE) is your easy button.** Powered by generative AI, EDGE is an around-the-clock concierge who provides immediate answers to common questions, reduces time spent on tedious forms and literally speaks your language.



## IMPROVE ACCESS TO INFORMATION AND SERVICES



### FIND RESOURCES

Enable users to easily surface and understand relevant data across your organization through natural language search and interactions using Vertex AI – all while being grounded in your knowledge base – reducing information siloes and improving information discovery.



### SIMPLIFY CONTENT

Answer questions and help constituents access various government services without needing to understand complex program eligibility requirements or navigate across government websites for the right information or form they need to submit.



### STREAMLINE COMPLEX TASKS

Use APIs to bridge system gaps, enabling users to complete forms and populate data or complete actions (e.g., scheduling an appointment) across systems directly within the same conversational interface, reducing manual data entry and streamlining workflows.

## EXAMPLE USE CASES



Upload a notice of unemployment and get recommendations for available resources



Inquire about foreign student programs in your native language



Learn how to apply for a state license and book your next appointment at the DMV



Inquire about public health resources local to your immediate area

## DESIGNED WITH THE INDIVIDUAL CONSTITUENT IN MIND



### PERSONALIZED EXPERIENCES

Leverage user profiles and Google Cloud's Location and Context APIs to deliver hyper-relevant information tailored to every individual, driving deeper engagement and targeted interactions.



### REDUCED LANGUAGE BARRIERS

Reach a diverse audience by leveraging Google Cloud's Translation API to deliver information in 135 languages, delivering information in a user's native language to enable wider access to knowledge and deeper engagement.



### PROVIDE RECOMMENDATIONS

Surface additional resources end users might not have considered using our Recommendation Engine, empowering your constituents with a holistic view of information and services offered by your organization.

# Bringing all the pieces together to support your mission

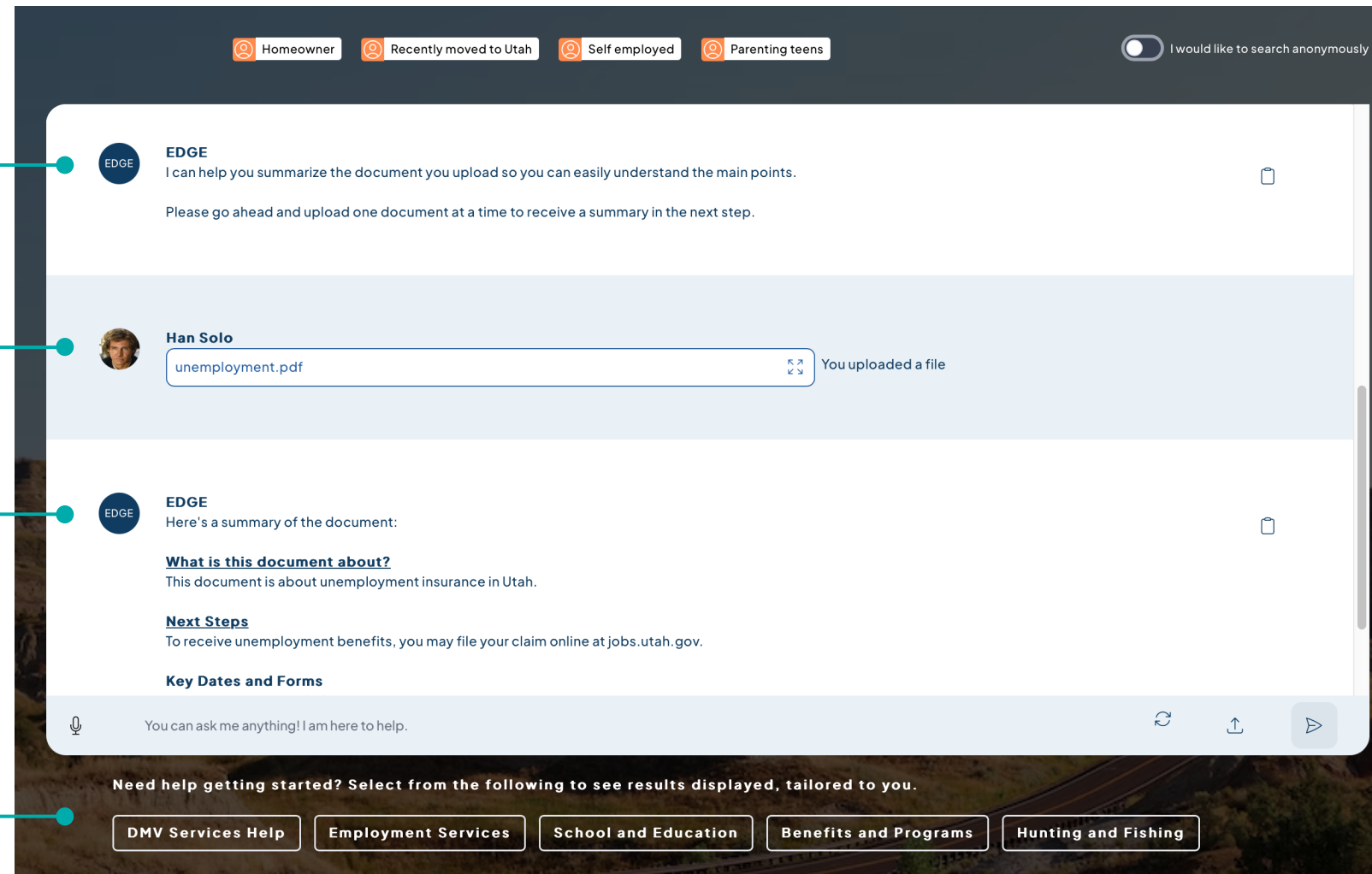
EDGE combines Google AI with Human Centered Design principles to create a personalized, user-friendly experience, saving time and ultimately improving government service delivery and constituent engagement.

**User recognition,** with ability to interact in different languages

**Document upload and processing** to extract or summarize information and provide recommendations

**API integrations** to connect to other systems or websites, and complete actions

**Curated content,** tailored to the user's profile or history



## Why Deloitte & Google Cloud

Deloitte helps organizations advance their digital transformation efforts. In 2023, Deloitte was named the Partner of the Year for Public Sector (Global), Services (North America), Security (Global), and Generative AI, which is a testament to our ability to implement Google Cloud solutions that are tailored to meet the specific needs of our clients.

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Elevate your experience

## Built for enterprises based on shared Trustworthy and Responsible AI principles

Google Cloud established a [set of AI principles](#) that continually evolve to strengthen its safety guidelines. This aligns closely with Deloitte's [Trustworthy AI™](#) framework by which an organization and its stakeholders can verify that AI deployments are ethical and can be trusted.

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