Amelia for Government
The Amelia Story

For more than 20 years, we have been leading the way in Artificial Intelligence for enterprises and governments, building and delivering advanced intelligent solutions used around the world.

What began with a vision to build a more efficient planet from our founder, CEO Chetan Dube, has manifested into a company with global reach and operational impact. Amelia supports state & local and major federal agencies - including the U.S. Department of Defense as well intelligence and civilian government agencies.

We believe that collaboration between humans and machines, using our flagship digital agent platform Amelia, is what will help government agencies and organizations achieve new levels of efficiency and optimization in the next decade.

Amelia is a proven platform for government agencies that demands the highest levels of security and compliance. For example, Amelia is deployed on AWS GovCloud, Azure GovCloud and G Cloud in the UK. She also powers e-citizen services. In fact, most any governed process can be digitally transformed.

No company is more prepared to lead this march toward a collaborative future than Amelia. Together with our government implementation partners, we’re eager to help your government agency or enclave do the same.
With Amelia, governments achieve a wide range of impact

- **Streamlined IT Operations.** Our scalable, end-to-end automation solutions make IT teams more productive by freeing employees from high-volume tasks like password resets and Wi-Fi access, so they can spend more time addressing high-value projects and keep people productive.

- **Efficient end-to-end processes.** Broken processes frustrate users and lead to multiple contacts. In collaboration with human workers, our solutions identify inefficient or unnecessarily complex business processes and use cases for automation. The result is streamlined access and improved organizational satisfaction.

- **On-demand employee/citizen services.** Our solutions eliminate the unnecessary complexity between humans and enterprise systems. All employees or constituents – regardless of technical proficiency – can easily access the information, systems and services (IT, HR, etc.) that they need every day in a secure manner.

- **Secure and compliant government assistance.** Amelia can be deployed on-premise or in a government approved cloud. Configured to meet specific security requirements, she’s a proven asset for government agencies. Whether providing secure healthcare information to medical professionals, responding to concerned citizen service requests, or human resources assistance, Amelia delivers consistently improved resolutions that satisfy users.

- **Enhanced customer experiences.** We pair the market-leading digital worker with backend integrations to provide easy, on-demand 24/7 access to personalized information and authorized services.

### Amelia by the Numbers

- **4.5 million**
  Monthly customer interactions automation via AI for major client

- **500+**
  Number of global clients transformed by our solutions

- **24/7/365**
  Omni-channel guarantees access from any device

- **50%**
  Percentage of Service Desk issues completely resolved without human intervention for our enabled IT and HR organizations

- **30 Seconds**
  The average approval time to provide Wi-Fi access for major client (which previously was 24 hours)

- **20+**
  Years that Amelia, an IPsoft Company has been developing AI Solutions
Amelia is the world leader in Enterprise AI and the home of the industry’s most-human digital AI colleague. Amelia’s ability to learn, interact and improve over time makes her the market’s only AI that can fully understand user needs and intentions.

Contact us at amelia.com/contact