

Transforming Public Services with Agentic AI

BUILT ON AWS AGENTIC PROCESS TRANSFORMATION (APT) INITIATIVE

Challenge

- Large, regulated public-sector assessment processes
- High volumes of documents and manual handoffs
- Long wait times for citizens and high admin effort for staff

Solution

- Partner-led redesign using AWS Agentic Process Transformation (APT) initiative
- AI-assisted case management across the full assessment flow
- Human-in-the-loop approach with final decisions by assessors

Results

- ~40% reduction in average handling time
- 10-20% improvement in quality and accuracy
- ~25% increase in throughput (~100K more cases per year)

“All of these are being brought together to redesign the process, to build those agents, to run those agents, to put those guardrails, to automate the process.”

Manpreet Marwah, Partner & Director, BCG¹



Company	Boston Consulting Group
Country	Global
Website	bcg.com

About the AWS Partner

BCG works with organizations to redesign end-to-end business processes, align operating models with strategic outcomes, and deliver measurable P&L impact – leveraging advanced digital and AI capabilities on AWS.



Industry	Public Service
Country	United Kingdom
Employees	40,000+
Website	capita.com

About the Customer

Capita is a UK-based business process outsourcing company and leading business process services provider. They operate across 8 countries, supporting primarily UK and European clients with people-based services underpinned by market-leading technology. Capita helps clients across public and private sectors run complex business processes more efficiently.

¹ Sameer, Max, Manpreet & Henri Group Interview 05, Day 01 – transcript (V03), 00:01:19–00:03:26

