



TRACK 4

Solve business problems with generative AI

While chatbots may be the most visible face of generative artificial intelligence (AI), its true potential lies in solving operational challenges across public sector organizations.

By integrating generative AI with agentic automation, organizations can go beyond information gathering to executing real tasks. From streamlining grant reviews to reducing contact center wait times or modernizing internal workflows, generative and agentic AI can help organizations automate routine tasks, initiate next steps, and accelerate service delivery across departments.

This track explores how Amazon Web Services (AWS) and AWS Partners can help public sector organizations deliver measurable results through outcome-driven generative AI solutions. By reducing operational friction with intelligent and automated AI tools, public sector leaders can make data-driven decisions faster and solve practical challenges at scale.

"AWS Partners bring invaluable vertical expertise, coupled with tools to rapidly create a data foundation and harness the power of generative AI. Built on AWS, these tools combine the power of leading foundation models from Amazon Bedrock with enterprise-grade security, scalability, and governance to solve the most challenging and exciting line-of-business problems."

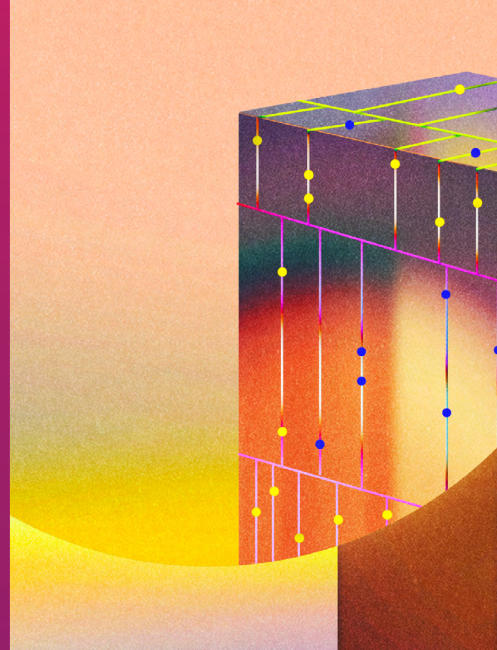
– Mehmet Bakkaloglu, Principal Solutions Architect for AWS ISV Partners, AWS

Why choose AWS Partners?

Rapid path to generative-AI driven business results

AWS Partners offer proven generative AI solutions that align with real public sector needs. Built with AWS, these tools combine the leading foundation model capabilities of Amazon Bedrock with enterprise-grade security, scalability, and governance to help public sector organizations deliver measurable value.

Explore curated, outcome-driven generative AI solutions in the [Partner Expo](#).



Why use generative AI solutions for business processes?

When aligned to clear goals, whether in citizen services, operations, or logistics, generative AI can drive measurable gains across teams and departments, like:



Reducing operational bottlenecks

Most natural language or text-intensive business processes are a good candidate for generative AI. That includes policy drafting, document processing, personalized learning, contact center and helpdesk responses, and more.



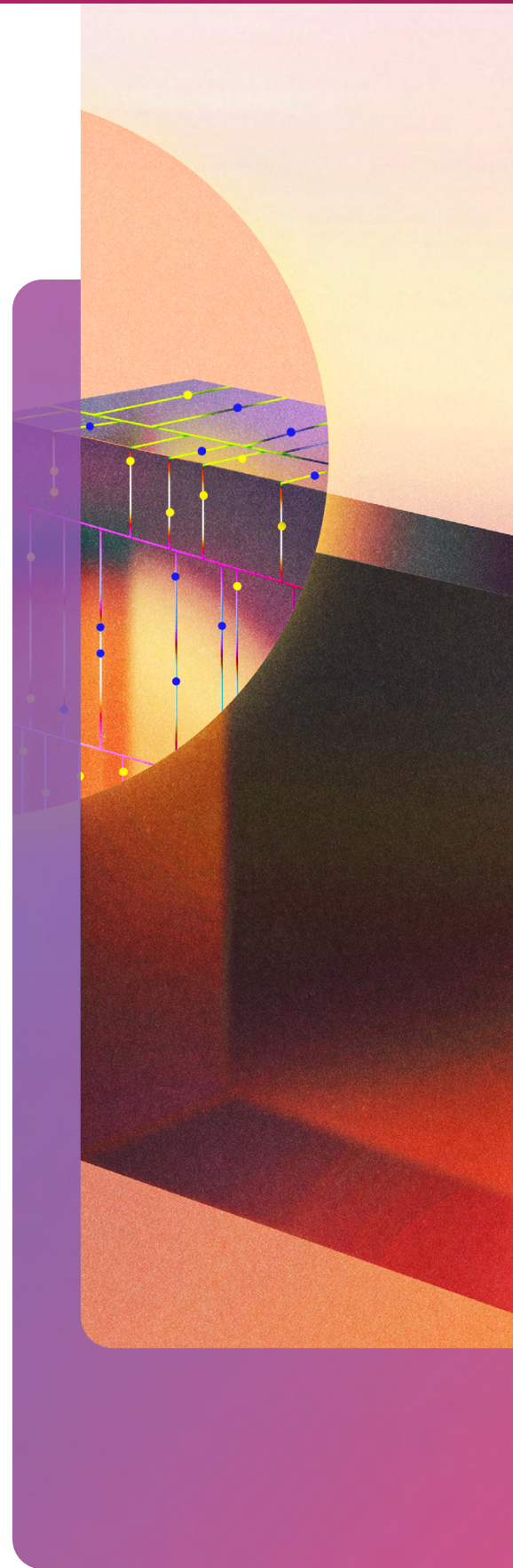
Supporting faster, better decisions

Generative AI can help public sector teams surface key insights across a wide range of business cases to help identify fraud, create faster compliance mappings, improve the speed and accuracy of clinical decisions, and more.



Taking action

Beyond providing data-driven recommendations, generative AI can initiate and complete low-risk, multi-step tasks through agentic workflows. This includes actions like pulling records or necessary documentation, sending notifications, updating systems, or triggering next steps based on defined logic. For more complex or high-risk activities, models can elevate suggested actions to keep a human in the loop to authorize first.



Where should public sector leaders start with outcome-driven generative AI?

1

Start where outcomes matter

The most successful generative AI deployments happen when leaders identify a specific business outcome. Ask:

- ✓ What processes take significant staff time that slow strategic value?
- ✓ What outcomes are we struggling to deliver with current resources?
- ✓ Where could faster and more consistent decisions improve mission delivery?

2

Build a modern data foundation

Generative AI solutions are only as effective as the data they draw from. To deliver relevant, accurate, and compliant generative AI solutions, organizations need trusted and well-governed datasets. Organizations need to know how their data is classified, what can be utilized, and who has the privileges to access it. AWS Partners can help public sector organizations centralize their data in place, without extensive migration or modernization, to provide a unified and comprehensive view of the data you already have.

3

Accelerate results with AWS Partners

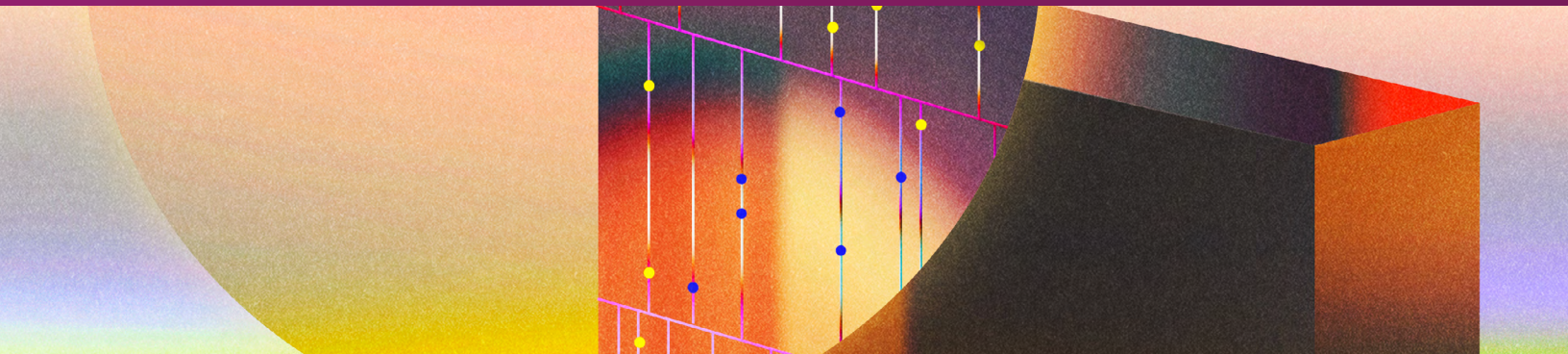
AWS Partners have the experience and resources at scale to deploy performant, secure generative AI applications that can evolve to mission needs, immediately. Many of these solutions require low- or no-code development to integrate into existing workflows. Plus, they have deep expertise across public sector organizations, even highly regulated industries like federal government, defense, and healthcare—offering pre-built solutions for common public sector needs.



Explore featured solutions from AWS Partners

AWS Partners are transforming enterprise processes for public sector organizations of all sizes. Learn more about how AWS Partner generative AI solutions can help your teams improve decision-making, scale the impact of your resources, and accelerate mission delivery.

Visit the "Partner Expo" now →



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