



Saige is a premier consulting and technology services firm, driving **digital transformation** and **change management** for large private and public sector organizations. We work closely with clients to understand their business processes, identify opportunities, and transform their legacy systems with **AI enabled solutions**.

We **see what's possible** so clients can achieve the impossible.

**Client  
Partnership &  
Collaboration**

**Business  
Process  
Reimagination**

**Change  
Management &  
Adoption**

**Read on to discover how Saige is leading digital transformation in the public sector through our work with clients like the State of Alaska, and CivicBridge, our white-labeled solution available to government agencies.**

[saigeconsulting.com](http://saigeconsulting.com)



# Public Sector Offerings

- > Assessing Backlog
- > Staff Augmentation
- > Workforce Modernization
- > Regulation and Compliance
- > Integration with Legacy Systems
- > Design of Future Mode of Operations
- > AI & Cloud Strategy and Solution Development



## Our Work in the Public Sector

We understand the potential of digital transformation in the public sector, from tackling administrative overload to leveraging tools like AI and cloud to unlock almost limitless benefits. Our proficiency in business innovation, regulation and compliance, coupled with our technical expertise and skilled team, make us a valuable partner to public sector agencies seeking to improve efficiency, accuracy and citizen satisfaction. We pride ourselves on being purveyors of technology solutions that integrate seamlessly with existing systems and platforms without requiring a complete overhaul.

## The Saige Advantage

We recognize the complexities of today's public sector workforce and the considerations for projects that require significant time and effort. As both a consulting and technology partner, we offer staff augmentation as a key service. Our team of qualified consultants can assess application backlog and join your team to manage the entire modernization process - from training to deployment - while your staff focuses on other critical priorities. Our experts are versatile and can be assigned or re-assigned for exactly as long as the job takes, to address evolving business needs across various departments.

Saige has developed CivicBridge, a cloud-hosted library framework that harnesses AI and automation tools to streamline application processing and enhance operational efficiencies, enabling government agencies to supply services more effectively to the citizens they serve. The libraries are modular and independent and can be easily tailored to the unique needs of any government department. From receiving citizen application data to determining eligibility, detecting risks to executing entitlements. Our all-in-one service offers the following capabilities:

### AI Chatbot

Custom AI chatbot that can harness proprietary data to provide accurate, context-aware responses tailored to individual inquiries and can be deployed in two weeks.



### Templates

Generative AI capabilities to build tailored correspondence templates that meet the unique needs of citizens while keeping essential legal references intact.



### Reporting

Advanced desktop and mobile reporting dashboards for internal use that provide up to date information on program status and define and track KPIs for each team.



### Forms Management

Creation and management of new forms or versions for citizens to complete.



### Fraud Assessment

Application assessment for fraud risk with AI, identifying and flagging high-risk applications for secondary review.



### Citizen Dashboards

Citizen-facing dashboards that outline payment and collections for each applicant based on data and rules.



### Eligibility Rules

Rule development to evaluate eligibility for an applicant, auto qualifying or flagging issues for secondary review, and application processing. Ability to manage permissions for each user or team.



### OCR Validation

Enhanced document management with AI-powered OCR Validation for seamless platform integration, and machine learning for scan precision.





# Modernizing and AI Enabling the Department of Revenue in the State of Alaska

## Challenge

The State of Alaska’s critical IT infrastructure is approaching end of life by 2026. The Department of Revenue's dividend platform was built on an antiquated structure that required a new perspective on data and infrastructure, alongside upgrading its software platform.

## Proposed Solution

We responded to their recent RFP with the knowledge that CivicBridge would be the right solution to help us identify, construct and propose a new operational business model. This would include incorporating a micro services architecture and introducing AI into critical processes, all within a formal change management approach.

5000

Hours Saved Annually\*

50%

Support Time Reduced\*

50%

Less Correspondence Generation Time\*

## Cloud Based Library Modules



**Re-architecture:** Move old software to the cloud.

**Data:** Improve data speed and sharing for both desktop and mobile.

**Forms:** Let admins update forms without needing tech help.



**Document Processing:** Use AI to make scans more accurate.

**Eligibility:** Let admins update rules & auto assign cases by skill and workload.

**Appeals:** Automate generation of correspondences.



**Payments:** Automate payment testing and processing workflows.

**Fraud:** Use AI to flag risky applications.



Connect with us to learn more about our administrative solutions for the public sector

\*projected results