PRESIDIO®

PRESIDIO *and* GOOGLE CLOUD

Customized Customer Engagement for Public Sector

THE CHALLENGE:
Modernizing critical infrastructure without disruption

Major cities face increasing pressure to modernize services, enhance citizen experiences, and improve operational efficiency. However, replacing long-standing, reliable systems often present significant challenges, including:

- **High costs**
- **Operational disruption**
- **Loss of institutional knowledge embedded in existing workflows**

Existing contact centers, combined with Nuance Speech Suite, are dependable but lack modern generative AI capabilities. With Nuance approaching its end-of-life (EOL) in 2026, cities require transformative upgrades. With citizens experiencing high call volumes and increased frustrations, the need for a solution that introduces cutting-edge AI while leveraging, not discarding, significant investments in on-premises infrastructure is vital.

PRESIDIO'S INNOVATIVE HYBRID SOLUTION: OUTPERFORMING NATIVE CLOUD APPROACHES

Presidio, a global digital services provider with extensive public sector contract coverage across all 50 states (including NASPO, GSA, and others), steps in with a tailored proof of concept (POC) approach. Understanding cities need to integrate new technology with existing systems, Presidio recommends **Google Cloud Contact Center AI (CCAI).**

This hybrid approach offers cities the best of both worlds: The power of cloud-based generative AI (using customized Gemini LLMs built on Vertex AI) seamlessly integrated with their trusted on-premises call-handling infrastructure. This eliminates the need for a costly and disruptive "rip and replace" strategy often mandated by pure-cloud providers.

CUSTOMIZATION AND SUPERIOR PERFORMANCE

Presidio's approach prioritizes accuracy and relevance:

1. **Data integrity:**
   A custom web scraper is used to ingest only accurate, verified knowledge articles from official public websites, preventing the LLM from learning incorrect or irrelevant information.

2. **Tailored AI responses:**
   Custom summarization prompts are developed to guide the Gemini LLM in generating concise, relevant, and helpful answers for 311 inquiries.

3. **Intelligent call flow:**
   A hybrid dialogflow agent combines the generative power of the LLM with direct routing for more straightforward queries, optimizing efficiency and accuracy.

PRESIDIO®   Google Cloud

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Customized Customer Engagement for Public Sector with Google Cloud

THE OUTCOME: A CLEAR PATH FORWARD

Presidio's POCs significantly outperform the competition. The Presidio 311 bot delivers faster, reliable, and more accurate responses, effectively handling a large volume of calls via self-service while staying strictly within the bounds of relevant 311 information.

Our projects aim for success metrics that include:

- **High level of self-service resolution**
- **Over 90% speech recognition accuracy**
- **Targeted CSAT score >80** all while ensuring robust handling of emergency calls and seamless data transfer to human agents when needed.

WHY PRESIDIO

This engagement highlights Presidio's core strengths:

- **Hybrid infrastructure expertise:** Seamlessly blending cutting-edge cloud AI with existing on-premises investments.
- **Customized solutions:** Tailoring technology to specific client needs.
- **Deep public sector understanding:** Navigating complex requirements and delivering solutions that meet performance, security, and accessibility standards.
- **Proven results:** Increase citizen experiences through technology modernization.

Presidio empowers public sector organizations to innovate confidently, bridging the gap between legacy systems and future-ready technology without compromising existing investments.

INTERESTED IN LEARNING MORE?

Reach out to your Presidio Account Manager or our Google Public Sector Business Development Manager, Conor Hart (conorhart@presidio.com), to schedule a demo of our Presidio 311 bot.

Contact Presidio today: **www.presidio.com**

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