

Government · governed end to end

Citizen Service Automation

Turn fragmented public-service questions into guided, multilingual service journeys.

THE PROBLEM

Citizens wait because service knowledge is spread across websites, call centers, forms, laws, and agency-specific procedures. Staff spend time answering repeated questions instead of resolving complex cases.

WHAT AXERON DOES

Axeron creates a governed citizen-service agent that searches approved sources, guides users through eligibility and required documents, escalates exceptions to staff, and logs every answer source.

THE VALUE

Reduced call-center load, faster response times, more consistent answers, improved citizen satisfaction, and lower frontline staff burden.

HOW IT RUNS

- 01 Discover current process
- 02 Prepare data and controls
- 03 Build governed AI workflow
- 04 Deploy inside chosen environment
- 05 Monitor value and improve

DIRECTIONAL IMPACT

15–35% reduction in repetitive service inquiries;
20–50% faster first response for common requests; savings depend on transaction volume and service complexity.

AXERON STACK

AxeStudio

Process Discovery

TeamAI

Impact figures are directional, not a guarantee – Axeron sizes them against your data and workflow in a scoping engagement. Deployed inside infrastructure you control: cloud, private, on-prem, or air-gapped.