



## Empowering Public Sector Innovation:

The **Role of AI** in Elections, Business Services, LPI, and Grants Management



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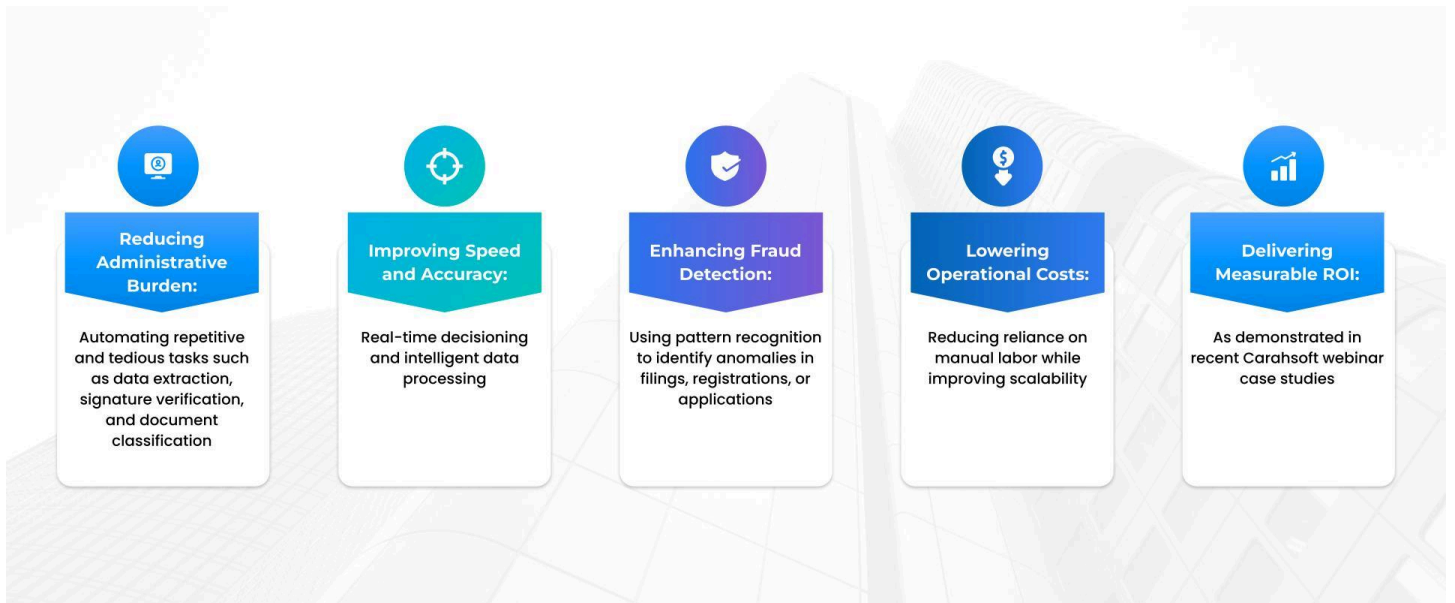
Public sector agencies face increasing pressure to deliver services efficiently, securely, and with greater transparency. Whether ensuring the integrity of elections, preventing fraud in business services, or managing the distribution of grants, the demands on state and local governments are higher than ever. Artificial intelligence (AI) and machine learning are not just buzzwords—they are foundational tools in helping agencies reduce manual workloads, improve accuracy, and reallocate staff toward high-value decision-making.

Government-focused technology providers are supporting agencies in transforming long-term strategies with outcomes focused on improving the quality of life and delivering economic and operational efficiency. Modern AI platforms with robust content automation capabilities are enabling public sector leaders to extract insights, validate data, and drive intelligent decisions across departments. These platforms replace fragmented, multi-vendor tools with scalable, streamlined solutions designed for rapid deployment and measurable results.

Judicious use of AI tailored to election integrity, fraud detection, and grant verification—alongside trusted implementation partners such as Salesforce, Google Cloud, AWS, Microsoft, and Snowflake—has introduced practical, cost-effective tools that process high volumes of structured and unstructured data. This allows government professionals to focus on governance, oversight, and community engagement.

#### **AI in Government**

Governments must balance regulatory compliance, data security, and trust, all while dealing with limited and possibly uncertain budgets as well as staffing limitations. AI enables new forms of value creation by:



## **Elections: Secure, Efficient, and Voter-Centric**

AI is already transforming elections management across the U.S. In Georgia, real-time form recognition, signature verification, and text extraction technologies helped reduce bottlenecks and increase voter confidence.

### **A Milestone in Election Management: Georgia’s Seamless Voter Registration Launch**

During the most recent election cycle, a new Election Management and Voter Registration system was successfully rolled out with on-site support from election technology professionals. Georgia reported record early voter turnout—underscoring the importance of secure, efficient, and accessible systems.

The solution featured human-centered design, robust functionality, and enterprise-grade security—supporting both the state and its counties in preparing for the election and maintaining accurate voter records. Voters were able to confirm participation in real time through a personalized voter page.

The Georgia Secretary of State’s office demonstrated exemplary leadership throughout the implementation. The scalable and user-friendly platform played a key role in streamlining voter check-ins and supporting election workers statewide—delivering a smoother, more reliable experience at both polling locations and within back-end systems.

## Key Outcomes



**Reduced need for temporary staffing**



**Faster processing of absentee ballots and campaign finance reports**



**Increased voter confidence through greater transparency**

In a large northeastern state, AI is being used to strengthen campaign finance oversight. The new system incorporates tools that automate contribution matching, flag reporting irregularities, and ensure compliance with transparency requirements. These tools reduce human error, improve processing speed, and allow election officials to focus on operations, planning, and policy, while AI handles document ingestion, text recognition, and data routing. AI is delivering modern, secure, and voter-centric election systems that allow technology to manage both the heavy lifting and the routine.

### **Business Services: Fight Fraud with Intelligent Detection**

Fraudulent business filings are a rising concern for Secretaries of State nationwide. AI can help agencies proactively identify suspicious behavior, such as shell company registrations or forged documentation. Available tools offer real-time entity validation, document integrity checks, and anomaly detection based on known fraud indicators. These solutions are already flagging risky registrations and enabling quicker investigations in several states.

### **Grant Management: Detect Fraud and Ensure Equity with AI**

The same AI-powered tools used in business services can be applied to grant administration. In many states, grant disbursement lacks automation and oversight, creating vulnerabilities. By applying AI-enabled vetting and verification tools (such as those used in business services), agencies can ensure equitable distribution and improve transparency. Key features include:



## Licensing, Permitting, and Inspections: Streamline Compliance with Speed and Precision

Regulatory agencies in healthcare, cannabis, and transportation, regulatory agencies face mounting pressure to process licenses, permits, and inspections both quickly and accurately. AI tools help modernize these systems by digitizing workflows, validating applications in real time, and cutting down processing times.

Legacy systems, disconnected workflows, and manual data entry have traditionally slowed these functions—hindering economic momentum and workforce entry. AI is reversing that trend. Solutions are available to government agencies that digitize and automate key licensing processes, validate applications in real time, and significantly cut down inspection and processing times. This not only reduces paperwork and call center backlogs but also empowers agency staff to focus on complex evaluations rather than rote data handling.

A leading example comes from the Wisconsin Department of Safety and Professional Services (DSPS), which implemented an AI-enabled occupational licensing system with support from a major technology provider. Managing over 244 license types and nearly 1 million licenses every two years, DSPS used automation to classify license types and optimize workflows. What was once a paper-based, error-prone process is now increasingly real-time and efficient.

The platform also enhanced fraud detection, reduced troubleshooting in call centers handling 4,500+ calls per week, and prioritized critical sectors like healthcare—accelerating the ability to deploy essential workers. This transformation reflects a broader shift toward AI as a tool for not just modernization, but mission-critical responsiveness.

## Key Benefits



Faster license and permit approvals across high-volume agencies



Real-time inspection scheduling and intelligent reporting



Centralized systems that eliminate redundant paperwork



Increased efficiency and reduced compliance risk



Enhanced transparency and predictability

## The Human + Machine Advantage

The goal of AI in government is not to replace people—it's to elevate them. By automating routine, rules-based processes, agencies can:



Empower staff to focus on judgment-based and policy-driven tasks



Reduce burnout and turnover



Increase responsiveness to constituents

Letting machines do what they do best (data processing, pattern detection, automation) frees up humans to do what they do best (decision-making, critical thinking, communication). This balance improves both operational efficiency and public trust.

## ROI and Cost Control

AI-driven modernization delivers real value. As highlighted in our recent webinar with our friends at Carahsoft, agencies that adopted AI tools reported:



## **Practical Innovation for Public Impact**

Public agencies need practical, efficient, and trustworthy tools that deliver measurable outcomes. AI, when implemented thoughtfully, is one of the most powerful ways to modernize without increasing technical debt or sacrificing control. Today's rapidly evolving AI platforms enable government agencies to deploy scalable, future-ready solutions—meeting today's demands while preparing for tomorrow.