inflow.ai

INDUSTRY SOLUTION

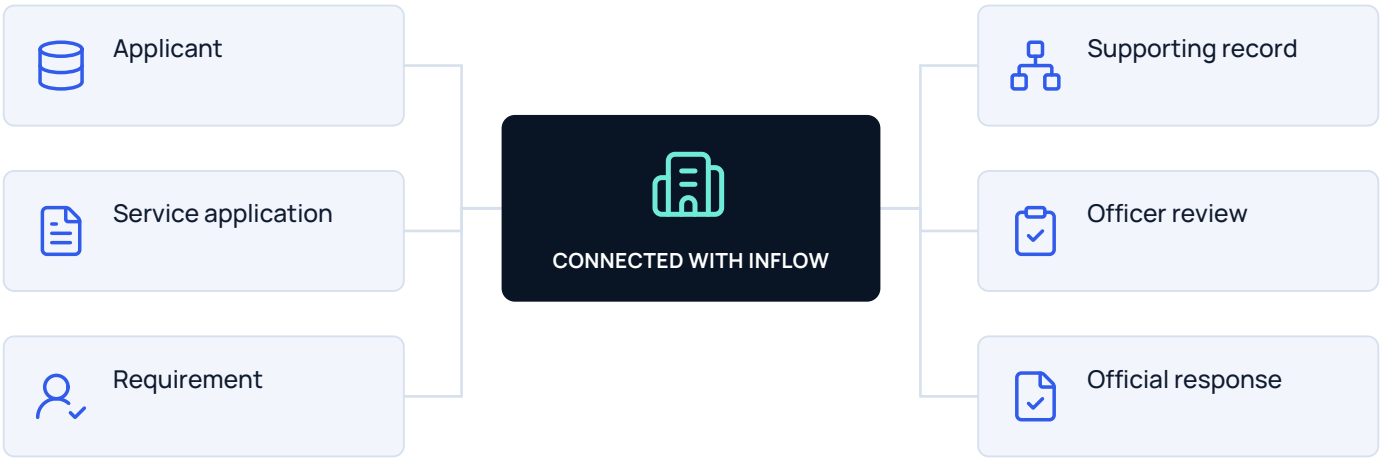
Inflow for Government and Public Services

Turn public-service complexity into a connected journey.

Connect requests, records, supporting documents and authorized decisions across public-service teams. Put sovereign AI, business rules and service experiences into the institution's operating context.

CONNECTED INDUSTRY CONTEXT

The information behind the next action.



Illustrative industry information model

Public services often span an applicant, an intake team, specialist reviewers and several institutional systems. A connected case makes requirements, responsibility and progress explicit. The design should follow the institution's service policy and information boundaries.

INDUSTRY OPPORTUNITIES

Six journeys. One connected platform.

Configure the information, decisions and handoffs around the work your teams are responsible for.

Permit and licence journeys

Coordinate application intake, document requests, specialist reviews and authorized decisions according to the institution's configured service process.

A clear application lifecycle with accountable review gates.

Interface Designer / Lifecycles / Rules engine / Document management

Citizen and business requests

Bring service details, relevant records and correspondence into a coherent case across channels.

Shared context for the teams responsible for the request.

Business applications / Data models / BPM / Integrations

Document-intensive reviews

Prepare an organized evidence pack and AI-assisted summary for a designated reviewer, with missing information returned through a defined path.

A review process that exposes gaps before a decision.

AI agents / Document management / Rules engine / Human tasks

Institutional correspondence

Connect incoming correspondence, referrals, response preparation and approval to the relevant service or internal matter.

A defined owner and approved response for each matter.

Lifecycles / Document generation / Human approvals / Events

Internal shared services

Design employee, procurement and operational requests around role-appropriate interfaces, assignments and authority rules.

Connected internal services across organizational units.

Interface Designer / BPM / Rules engine / Integrations

Service operations visibility

Review open requests, handoffs, exception queues and outstanding decisions through operational reports.

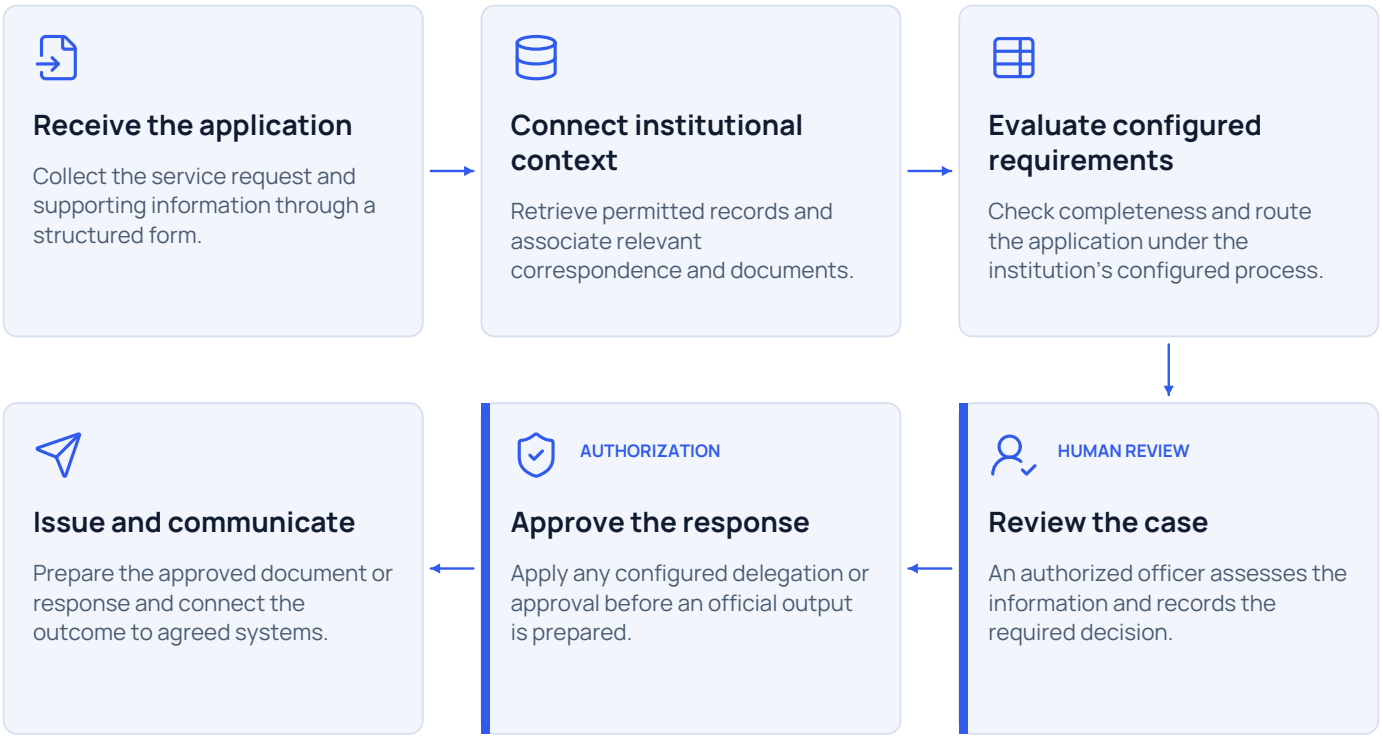
A practical view of where service work needs attention.

Operational reports / Monitoring / Lifecycles / Access control

JOURNEY AND DECISIONS

From request to accountable action.

An illustrative configured journey. Human review and authority are explicit parts of the design.



Illustrative public-service routing

Application completeness	Referral required	Responsible route	Next action
Incomplete	Not assessed	Intake team	Request the missing item
Complete	No	Assigned officer	Review the application
Complete	Specialist	Designated specialist	Record specialist assessment
Review completed	Approval gate	Authorized official	Approve or return the response

The example represents configurable routing, not legal eligibility rules or a promise of regulatory compliance. Each institution defines its authorized service policy.

PLATFORM AND OPERATING CONTEXT

One platform. The context to act.

Sovereign AI, agentic automation and modern digital transformation. Connect the platform capabilities needed for your industry journey.

Enterprise context

Data models, relationships, data fabric, queries and permitted information.

Intelligence and business logic

AI agents, MCP, rules, BPM, lifecycles and human review.

Experiences and action

Interface Designer, applications, documents, integrations and operational insight.

Connect existing systems.

- Institutional registries and existing service platforms
- Approved identity and correspondence services
- Document repositories and enterprise back-office systems

Define the controls.

- Keep official decisions with the authorized institution.
- Define information boundaries and role-based access.
- Evaluate model and hosting requirements in the sovereign AI discussion.

See Inflow in your operating context.

Explore a public-service journey in the context of your institution.

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