



Info sheet

Agentic AI for the public sector

Unisys and Microsoft

Serve more residents. Connect more processes.

Most agencies already run on Microsoft: Office 365, Teams, SharePoint, Entra ID, and more. That infrastructure is the foundation agentic AI needs to scale. Unisys puts it straight to work on the government processes that matter most to residents and staff, without replacing what's already running.

Unisys [application solutions and services](#) put AI agents into action: monitoring agency data, surfacing the right information for the right person, and moving work through the right channels. All of it runs on the Microsoft platforms your teams already use. Each agent is built for a specific process, and together they share one foundation for data, security, and identity.

Built on the Microsoft tools you already run



Unisys' AI agents draw on the Microsoft tools many agencies already license, so there is no new infrastructure to procure or learn, including:

- Azure Machine Learning
- Copilot Studio
- Microsoft 365 and Teams
- Microsoft Defender
- Microsoft Entra ID
- Microsoft Fabric
- Microsoft Foundry
- Microsoft Purview
- Microsoft Sentinel
- Power Platform
- Security Copilot

Reusable across seven high-impact scenarios

For seven core scenarios, Unisys deploys collections of specialized AI agents that work together to handle one end-to-end government process. All scenarios draw on a shared foundation for data, security, governance, records management, and identity. Adding a new scenario then takes only a few new agents rather than requiring a separate build.

1. Licensing, permitting, and plan review

Speeds review and approval of permits, licenses, and certifications while improving consistency

- Pre-screens applications for completeness and code compliance at the time of submission
- Checks plans and supporting documents against building codes, zoning rules, and local amendments
- Routes complete applications to the right reviewers and tracks approval status
- Monitors license renewals and continuing-compliance requirements, while licensed reviewers make every approval decision

Potential benefit: shorter review cycles, fewer correction rounds, and more-predictable approvals for residents and agencies

2. Citizen service and 311 operations

Improves responsiveness while easing the contact center workload

- Interprets incoming service requests across phone, web, email, and mobile channels
- Collects missing information through follow-up and routes each request to the right department
- Tracks case progress and keeps residents informed through resolution
- Escalates emergencies and sensitive cases to staff right away, with humans reviewing closures of high-priority cases

Potential benefit: faster service resolution and stronger resident satisfaction

3. Staff report and document generation

Speeds creation of the reports and documents that government teams rely on every day

- Drafts staff reports from approved templates and agency records
- Pulls supporting data, policies, and historical decisions into every draft
- Verifies references and source materials before submission
- Routes drafts through review and approval workflows, with authors and department heads approving every version

Potential benefit: significant time saved preparing high-volume government documents

4. Benefits eligibility and case processing

Helps human services agencies move applications faster while protecting fairness and program integrity

- Guides applicants through eligibility screening across programs in plain language
- Extracts and verifies information from submitted documents
- Assembles case files and flags missing verifications for caseworkers
- Flags anomalies and potential fraud indicators for staff to investigate, with caseworkers making every eligibility determination

Potential benefit: faster time-to-benefit for eligible residents and a lighter caseworker backlog

5. Records and information governance

Makes it easier to manage, secure, and access information throughout its life cycle

- Classifies and organizes records across document repositories, email, and case-management platforms
- Applies retention schedules and flags items for disposition
- Locates responsive records for public records requests, audits, and legal reviews
- Applies redaction workflows, with staff reviewing every release

Potential benefit: stronger records governance and faster responses to audits and information requests

6. Procurement and contract management

Keeps sourcing, purchasing, and vendor-management processes moving

- Reviews solicitations, proposals, and supporting documentation for completeness
- Matches vendor responses against requirements and evaluation criteria
- Summarizes contract risks, obligations, and exceptions
- Tracks approvals, milestones, and renewals, while evaluation committees make every award decision

Potential benefit: faster procurement cycles and clearer contract visibility

7. Legislative and policy research support

Helps government staff work through legislative and policy materials more efficiently

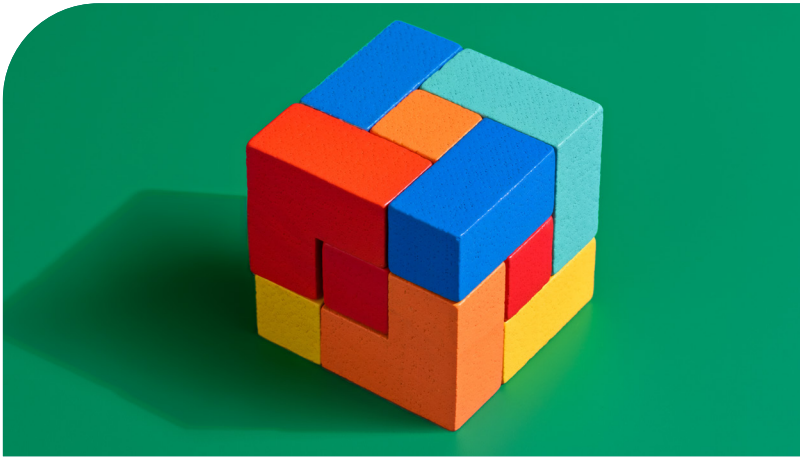
- Summarizes agenda packets, legislation, and supporting materials across departments
- Surfaces historical decisions, precedents, and related initiatives for context
- Compiles regulatory, operational, budgetary, and constituent-service information for staff to review
- Creates first drafts of briefings from approved templates, with staff and leadership reviewing and finalizing every briefing before distribution

Potential benefit: less staff time spent gathering and organizing legislative and policy information



Need a different scenario? Unisys can build it.

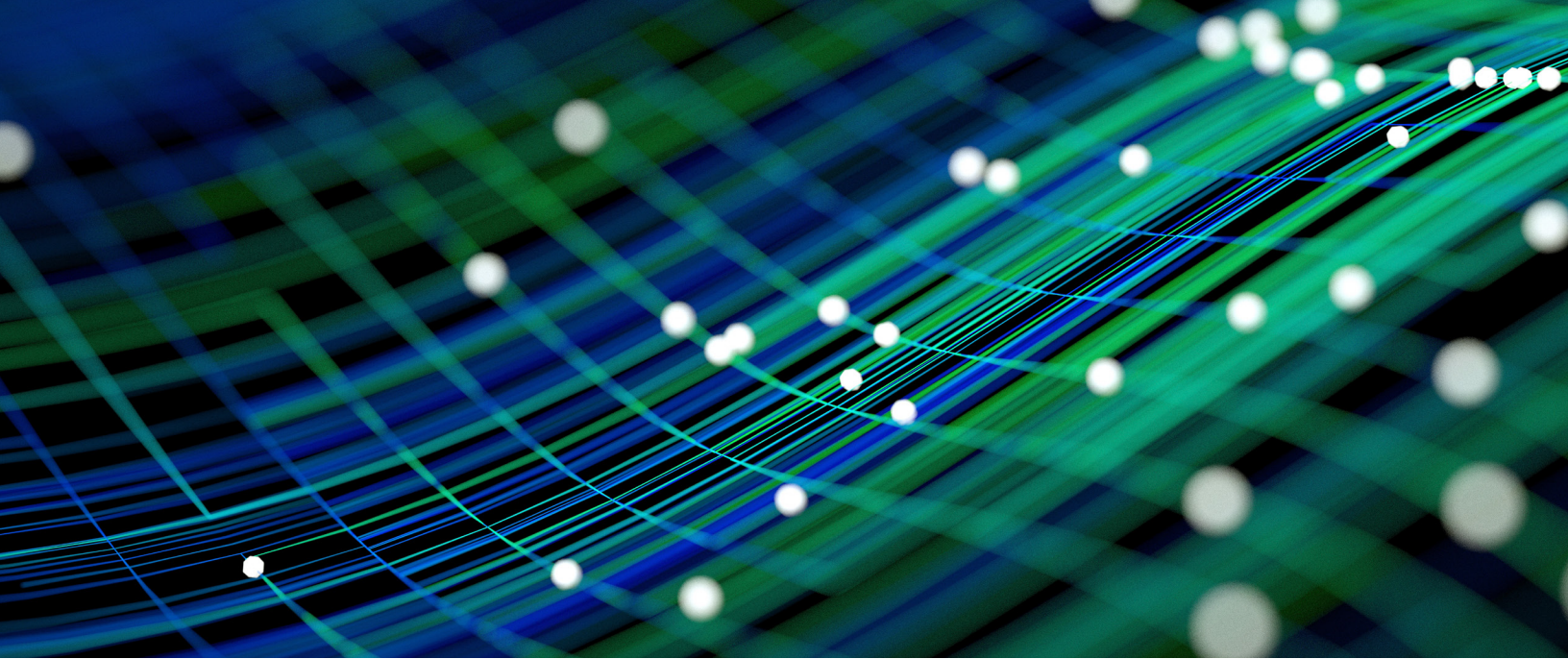
If these seven scenarios don't match your agency's priorities, or you need something additional, Unisys can quickly design and build a tailored prototype.



One partnership that starts with a pilot and leads to a system-wide rollout

Unisys delivers our Application Development and Transformation solution with agentic AI for the public sector. Microsoft powers the platform. For an agency, that means one accountable team to support the first pilot and handle the processes for a multi-department rollout. No integration gaps are left for you to manage.

Unisys	Microsoft
Industry cloud IP: pre-built agents and reference architecture	Platform technology: Azure, Copilot, Fabric, Purview, and Sentinel
Program leadership: project management office for multi-agency rollout	Technical enablement: FastTrack and Cloud Solution Architect resources
Scenario integration: case management, geographic information systems, enterprise resource planning, procurement, and records systems	Enterprise Agreement and consumption: licensing that fits your existing Microsoft estate
Compliance and governance: criminal justice information requirements, records retention, and state and local privacy laws	Executive sponsorship: product roadmap access and senior alignment
Managed services: 24/7 support for system-wide operations	Co-investment: Microsoft ECIF and MACC funding programs



When the signals connect, residents succeed

A stalled permit, a routed 311 call, a records request that ties up staff for days. Individually, these are small friction points. Connected on a single governed platform, they become signals that reach the right person at the right time. That's what Unisys and Microsoft make possible: an agency where the systems work together. Residents get the support they need, and your teams spend their time on the work that matters.

Early deployments and modeling indicate faster case resolution, a lighter administrative load, stronger compliance, and payback measured in months.

See it work before you commit

Begin with a fixed-fee foundation phase so starting carries little financial risk. In 30 days, a flagship agency gets a working pilot while stakeholder discovery and an Enterprise Agreement audit map the path to scale. You walk away with proof in one department and a clear plan to expand, one scenario at a time.

Visit Unisys.com/ADT for more information.



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