

Closer to the people

A northern European city uses AI to make public service **70% more responsive**

Across Europe, one city has become a model for what digital governance can be. A recognized frontrunner in smart-city innovation, it sees citizen-centric transformation as a responsibility — to make information accessible, services simpler, and everyday interactions more human.

To bring that vision to life, the municipality introduced a Gen AI platform built on Microsoft Azure and designed with Sogeti. The system uses retrieval-augmented generation to understand questions in the local language, search securely across internal knowledge sources, and respond instantly in a natural, conversational tone.

Data risks are lowered by nearly 60% to keep with strict regional privacy regulations.

Employees who once spent hours chasing the right policy or form now provide clear answers in seconds. That means faster guidance for citizens, fewer delays in services, and smoother coordination across public offices.

As the city continues to modernize its data and AI foundation, each interaction — whether a permit query or a benefits question — reflects a growing sense of trust between citizens and their government.

