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Operationalizing GenAI in the public sector

Generative AI (GenAI) is disrupting and reshaping the public sector, unlocking new ways to better serve the public and operate with greater efficiency. With more investments being directed toward GenAI, leaders are under pressure to demonstrate the value it delivers.

What are public sector leaders saying about AI and data?*

82%
have already invested or are planning to invest in GenAI.

68%
prioritize investing in data analytics and science tools to address data challenges.

81%
recognize AI is key for smarter, faster, and more productive operations.

GenAI for multiple use cases

From national defense to citizen services to student learning, the public sector is finding new ways to harness GenAI every day to benefit the greater good and deliver better work experiences for employees.

Citizen support
Reduce wait times and enhance experiences with automated citizen service interactions and 24/7 support.

More inclusive service
Reach rural, aging, or underserved populations with GenAI-enabled support.

Transparency
Make government data more transparent, secure, and compliant with Elastic's flexible and open approach.

Fewer bureaucratic delays
Reduce wait times for approvals, permits, and records with intelligent search and summarization.

Emergency response
Accelerate crisis response with AI generating instant alerts for citizens and responders.

Enhanced collaboration
Remove communication delays by enabling instant intelligence sharing across agencies and projects.

Right now, GenAI initiatives are largely aimed at improving efficiencies and streamlining workflows across the public sector. As the technology advances, GenAI will only become more deeply embedded in data analysis, citizen experiences, and decision making.

What data is GenAI using?

For GenAI to truly generate value, you need to trust it will deliver fast, accurate, reliable results using complete and up-to-date information. Your ability to find, access, and analyze all your data – regardless of where it's stored or what format it's in – directly impacts the quality of GenAI outputs.

What is one of the top data challenges for public sector leaders?

Nearly **7** in **10** cite an inability to monitor and use insights in real time.

Elastic enables GenAI to deliver better results

Using retrieval augmented generation (RAG), Elastic adds a context layer between your data and GenAI outputs, ensuring only the most relevant information is surfaced, right away.

Your data
+
elastic
+
Generative AI

Mission-critical answers that are...

Accurate | Relevant | Actionable | Secure

By adding context to the query asked with your private data.

Resulting in improved...

Situational awareness
Mission execution
Public services
Citizen experiences
Investigations & intelligence
Productivity

Elastic is the bridge between your private data and LLMs

We help you **easily operationalize privacy-first GenAI in real time, at scale.**

How do we do that?

Elastic is a vector database that securely connects your data with GenAI.

What is a vector database?

Vector databases are intricately linked with the development of AI and machine learning (ML). Most of the world's data is unstructured (images, audio, video, emails, etc.), which is challenging to organize and search holistically. Vectors solve this by turning all this disparate data into numerical representations. Elastic indexes these, enabling our vector database to be more scalable, flexible, and efficient than a traditional database — and essential for accurate and rapid GenAI outputs.

Elastic is the <u>most widely deployed vector database</u> in the world.

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Elastic helps the public sector accelerate GenAI

12x
faster query speeds than vector databases like OpenSearch[1]

120%
uplift in AI-model inference speed to analyze and generate outputs[2]

30%
uplift in search accuracy, enhancing user experience[3]

50+
global cloud regions supported for flexible, local deployments

[1]Vector Search Performance – Elastic Search Labs | [2]Information Retrieval – Elastic Search Labs | [3]Consensus Customer Story

Key benefits of using Elastic:

Prioritizes security and confidentiality
The platform recognizes and implements the appropriate clearance-level access to the user and data, securing private information.

Delivers hyper-relevant, reliable content
Before GenAI composes a response, Elastic provides the most relevant content from your proprietary data to best answer the query.

Reduces GenAI hallucinations
Because Elastic uses your mission-specific information, GenAI hallucinations are infrequent.

Lowers costs
Fewer computing and storage resources are required since we only surface the most relevant information to the query.

Provides a unified platform for AI apps
Elastic is an end-to-end platform to build and deliver AI search applications.

Offers real-time guidance
Security teams can enable the Elastic AI Assistant for personalized help on tasks like alert investigation, incident response, and query generation.

Accelerate insights from all data — in real time and at scale — with Elastic.

Learn more about Elastic's Gen AI capabilities
elastic.co/industries/public-sector/ai