



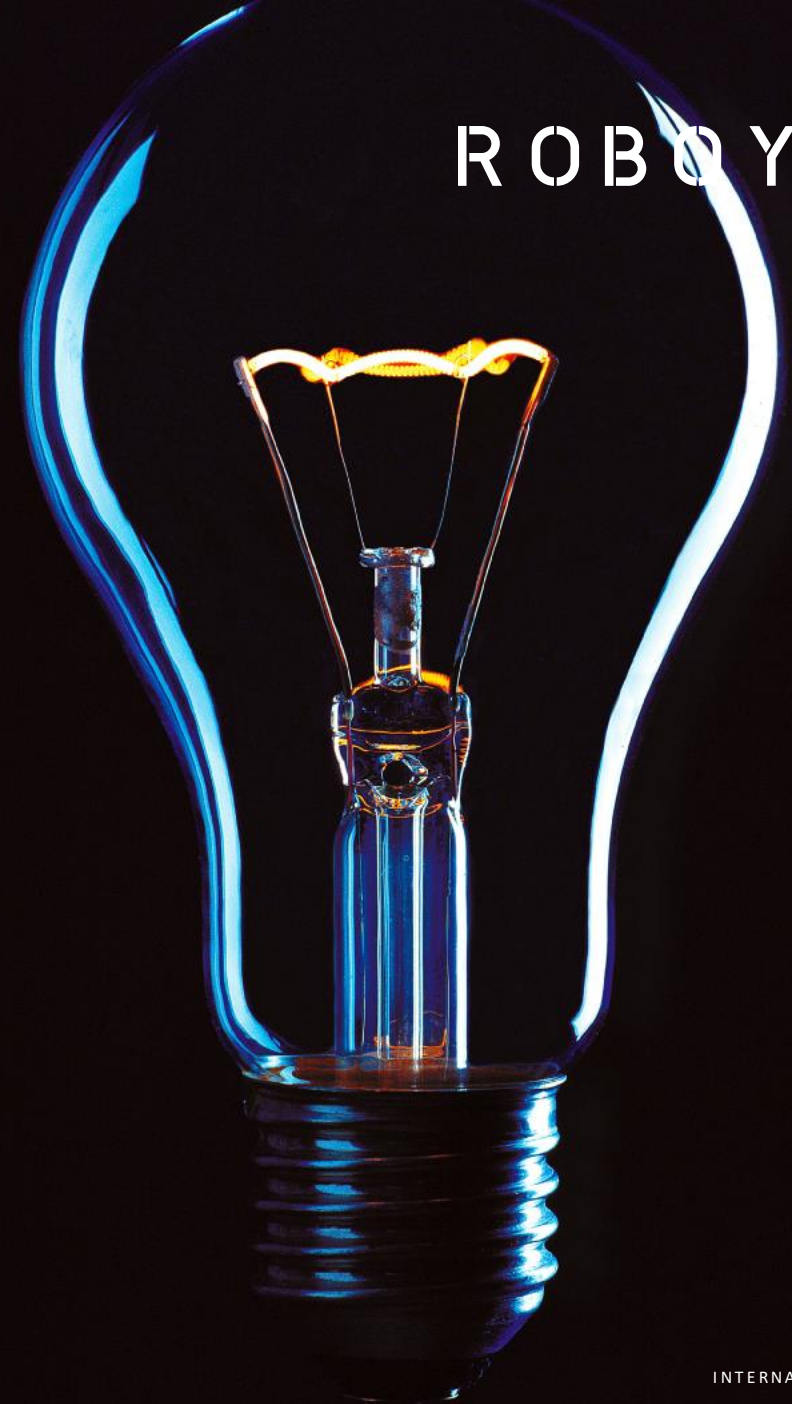
ROBOYO

INTELLIGENT AUTOMATION & ARTIFICIAL INTELLIGENCE

SHAPING THE FUTURE OF HOW WE SERVE THE PEOPLE OF WASHINGTON

WHAT IS ARTIFICIAL INTELLIGENCE?

The science of making machines that **can think and act** like humans



WHAT DOES AI DO THAT OTHER TECHNOLOGIES DON'T?

Software performs tasks while artificial intelligence **learns** how to perform them...**better**

Artificial intelligence can
help you focus on residents
in ways you couldn't without it

But wait...robots...agents...AI...humans...
this guy keeps using buzzwords

R

WHAT do all these terms mean for me,
in my county or city...**TODAY?**

**AND HOW ARE THEY DIFFERENT
FROM EACH OTHER?**

DEMYSTIFYING WHAT TERMS REALLY MEAN

	Automation	AI-driven Workflow	AI Agent	Agentic Automation
Definition	 A program that executes predefined, rule-based tasks automatically.	 A program that calls an LLM via API for one or more steps.	 A piece of software designed to perform non-deterministic tasks autonomously.	 A system of autonomous agents that collaborate, plan, and act toward high-level goals.
Core Foundations	Boolean logic	Boolean logic, Fuzzy logic	Fuzzy logic, Autonomy	Autonomy, Planning, Multi-agent collaboration
Tasks	Deterministic, predefined tasks	Deterministic tasks requiring flexibility	Non-deterministic, adaptive tasks	Goal-driven, dynamic, multi-step tasks
Strengths	- Delivers reliable outcomes - Fast to execute	- Better handling of complex rules - Great for pattern recognition	- Highly adaptive to new variables - Simulates human-like behavior and reasoning	- Self-directed - Can coordinate multiple agents - Handles complex workflows
Weaknesses	- Limited to tasks explicitly programmed - Cannot adapt to new scenarios - Struggles with complexity	- Requires data to train models effectively - Harder to debug and interpret	- Less reliable, may produce unpredictable undesired outcomes - Slower to execute	- High complexity - Requires orchestration - Still emerging and experimental
Example	Send a Slack notification every time a new lead signs up on our website	Analyze, score and route every website inbound lead using ChatGPT	Perform a full internet search on every inbound lead and update infos	Automatically research, prioritize, and engage leads across channels with feedback loop

WE ARE PART OF A SEA CHANGE... AI IS CHANGING HOW WE LIVE & WORK

IT'S HERE... NOW

33% of state agency leaders and 56% of employees across all industries report using AI in their work

RESIDENTS WANT IT

60% automation potential will be created for customer experience activities during the next 5 – 10 years

UNCERTAINTY PREVAILS

37% of survey respondents believe AI will impact job displacement while 57% believe it will create job opportunities

WHAT IS ALREADY HAPPENING IN WA?

Since 2023, Roboyo has helped Washington State Agencies collaborate, share information, redesign ways of working and improve the resident experience



- Support the Enterprise Automation Service, delivering RPA, IDP, ML, & Test Automation as an interagency service
- Automate vendor notifications for system outages



- Delivered RPA and IDP solutions across administrations
- Automated 80,000+ Medicaid ExParte Renewals & 50,000+ mid-certification reviews for nutrition benefits



- Leverages interagency to accelerate 12,000+ post-eligibility reviews for access to Medicaid benefits and services



- Accelerated data sharing with Federal agency to support suicide prevention program
- Enhanced security data review with automated solution



- Transformed P-card reconciliation for 850+ users and Fiscal Team
- Leveraged machine learning to enable 60%+ touchless processing for thousands of rows of data



- Delivered automations to support complex calculations and system updates for beneficiary changes
- Automated system updates to reduce manual work

HOW CAN COUNTIES & CITIES LEAD?



Collaboration

Explore opportunities for collaboration and knowledge sharing across counties

Training

Invest in workforce development programs to build AI expertise

Deployment

Prioritize the development of and delivery of agency- and resident-facing solutions

ARE YOU CREATING HUMAN+ COMMUNITIES?

Counties and cities in Washington can transform how residents, staff, and businesses adopt and succeed with intelligent automation & artificial intelligence

SUPPORTING YOU AND THE MISSION

ASSESS READINESS: Evaluate the system AND engage a broad coalition of stakeholders

DEFINE WHAT MATTERS TODAY...AND TOMORROW: Define the objectives and desired outcomes of AI adoption AND prioritize specific use cases

BUILD LITERACY & AWARENESS: Educate agency leadership, employees, and stakeholders about the basics AND provide training and professional development opportunities

DEVELOP THE GOVERNANCE FRAMEWORK: Establish policies to ensure the quality, security, and ethical use AND identify the best sources for AI-driven insights

START SMALL AND START NOW: Begin with pilot projects that demonstrate value AND focus on pain points that have clear success metrics to measure impact

ROBOYO: THE GLOBAL LEADER IN AUTOMATION AND AI



650+ AI & Automation Specialist

600+ Global Clients

5000+ Solutions Deployed

Clients include **Fortune 500** and **22** of **DAX40**

-  We are technology agnostic
-  ISO 27001 security certified
-  Industry-wide experience
-  Proven Automation-Methodology



ACKNOWLEDGED BY LEADING ANALYST



24 Offices

15 Countries

4 Continents

And more...



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