

First assistant to Generative AI in Public Administration



Description of the Case Study

The Valladolid City Council, in collaboration with Google Cloud and Luce IT, has launched Ana, the first virtual assistant with Generative AI in a public administration in Spain.

Ana enables citizens to obtain quick answers about municipal procedures and services, guaranteeing confidentiality and efficiency. This project reinforces the City Council's commitment to modernisation and digital transformation, significantly improving the user experience.



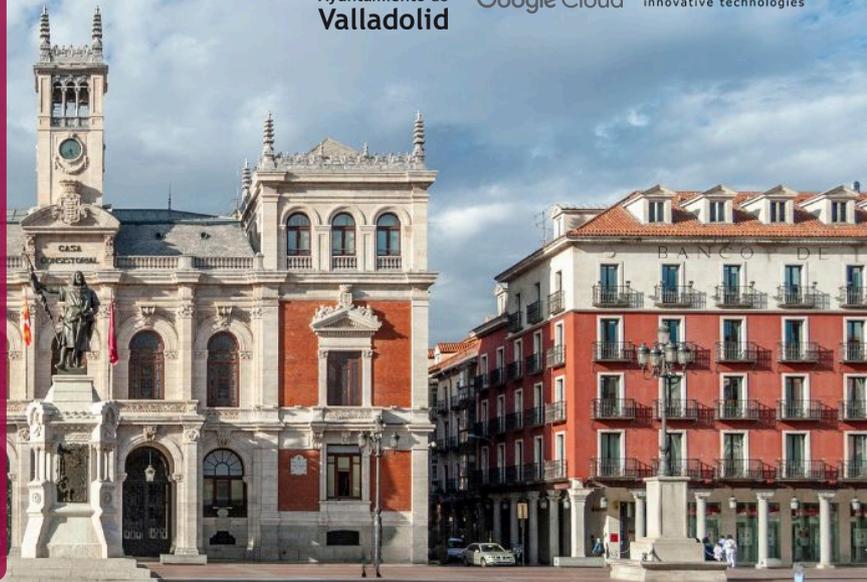
Silvia Tomillo

Special councillor for
administrative modernisation.

“We are proud to be the first local council in Spain to make innovative technology such as Ana available to citizens. Its success reinforces our commitment to modernisation and efficient public service. Ana is named after a municipal employee who has been managing the citizen service database for decades, reminding us that there are people behind AI.”

Valladolid City Council

Valladolid City Council administers and manages the city of Valladolid. It stands out for its innovation in public services. Its commitment to digital transformation, transparency and sustainability makes it a benchmark in the modernisation of local public management, promoting citizen participation and operational efficiency.



Challenge

The Valladolid City Council needed to improve citizen interaction on its website in order to **enhance the experience** and provide quick responses. Ana, an intelligent document search engine, displays links and documents related to queries on various municipal topics, providing relevant information efficiently and quickly, without compromising confidential information and ensuring security.

Solution

This project further consolidates the collaboration between **Google Cloud** and **Luce** by strategically integrating Generative AI to maximise its potential. The synergy achieved with the City Council enabled successful implementation, making the most of each element of the solution and offering an innovative and effective tool to improve interaction between the City Council and citizens.

Results

Creation of the first virtual assistant based on Generative Artificial Intelligence in a Town Hall open to citizens. Ana was developed to facilitate access to information in response to the most common queries, such as procedures, activities, facilities, and subsidies. At the same time, it is designed to avoid entering into controversial issues or those unrelated to providing information to citizens.

Why Luce?

Choosing Luce IT means committing to technological innovation and an expert, approachable team that drives your company's digital transformation, adapting to your needs.

Contact

