



# Deliver efficient, citizen-first public services

Orchestrate trusted agents to launch digital wallets, cut red tape, and make every citizen feel served at scale

## Government should work like your favorite app

One tap to renew a license, one click to get benefits, one login for everything. But in real life? People must print forms, wait for hours in queues, or just give up.

Staff want to help but they're buried in legacy systems and manual checks. Siloed bots and advisory AI only point out the problem, and humans still do the fixing.

Camunda gives public agencies a governed backbone for agentic AI so services become faster, more personal, and still meet the standards of fairness, accountability, and trust people expect from government.



Less development time



To launch new services



ROI in three years

## Turn your strategic vision into reality

### Reimagine every process

Connect agencies, systems, and AI agents to automate citizen services and cross-border access with minimal human support.

### Deploy agentic AI with confidence

Design and deploy AI agents into regulated process with guardrails that ensure oversight and a human-in-the-loop when needed.

### Accelerate time to value

Launch new AI-native capabilities in weeks to deliver app-quality services, faster response times, and create happy citizen users.



*“With Camunda, FPS BOSA delivered results in months – not years – giving citizens faster access to the services they need.”*

# The foundation for public sector efficiency

One platform orchestrates everything from deterministic compliance rules to dynamic, citizen-specific AI agents with complete governance and control



## Scale without limits.

Run millions of regulated processes every day, from instant digital wallet verifications to complex cross-border reviews.



## Build once, reuse everywhere

Standardize agentic components that work across agencies, borders, and regulations like eIDAS 2.0.



## Open by design

Use any AI model, integrate any system, and code in any language while keeping full control over citizen journeys.



## Adapts to your needs

Version and evolve agents safely without disrupting live services and continuing to meet regulatory requirements.



"Camunda BPM has been in production at the IPI since 2014 and is used to run their core processes in the area of intellectual property rights management."



"Camunda reduced administrative task time and cost by 90% and boosted online applications by 70%, and greatly improved the level of service to citizens."



**VA** U.S. Department of Veterans Affairs

"We increased the automation rate by more than 65% and reduced average claim processing time by over one third, with some claims completing processing the same day they are established"

## Transform public services with confidence

Whether you're launching digital wallets in the European Union, automating benefits in North America, or building global interoperable networks, Camunda provides the enterprise agentic automation platform and expertise to deliver results at scale.

