Möbius Business Redesign - Belgium

Supporting Public Administrations throughout their entire AI-journey

Discover

Business analysis
Inspiration & strategy

Secure & transparant design

Compliance with AI-act

Test, confirm & prove impact

Stakeholder involvement & validation

Organization & people readiness

Training, education

Tailor design to needs

Design AI-tool based on specific needs of government

Build to last & scale

Development of sustainable & scalable AI-solution

Implementation of AI tool

Deployment within orgnization

Support & optimization

Aftercare & possible extensions

Use case 1

Anonimisation of public documents | OVAM

SAMEN MAKEN WE MORGEN MOOIER

OVAM

Impact

- Reduction of manual & error-prone activities
- **Human-in-the-loop** for validation via separate, independent AI-based **evaluation agent**

Technology

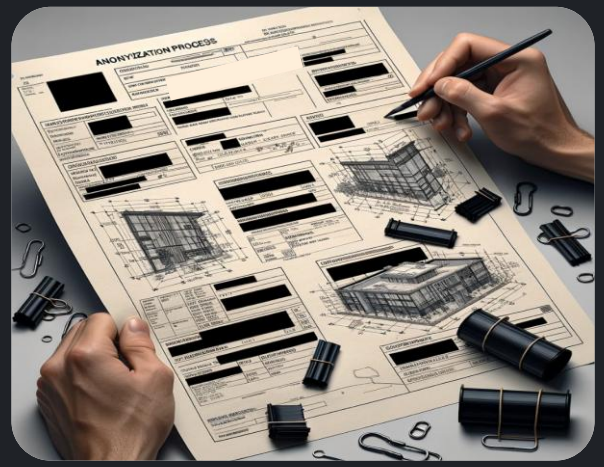
- **OCR** for text recognition, **open-source deep neural networks** for signature & photo detection, **large language models** for identification of personal info
- **Modular live AI-architecture** in customer tenant with **sharepoint** integration

Implementation

Within 6 months, the entire tool was designed, developed, tested & implemented within the organisation

Return on investment

- 1000% increase of processing bandwith while reducing workload on staff by 85%



Context & doelstelling

OVAM – the Flemish Public Waste Managenement Facility - faced the challenge of making administrative documents, such as soil certificates, publicly available in compliance with GDPR. Initially, this was done entirely manually—a time-consuming and error-prone process for documents running into hundreds of pages. Therefore, Möbius developed an advanced AI architecture that combines multiple AI models and an evaluation agent to support human oversight. The result was a modular and scalable system that largely automates the anonymization process, while allowing for human validation where needed. This significantly increased both the efficiency and reliability of the process..

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Use Case 2

Automated processing of customer complaints | City Of Brussels

Impact

- Reduction of repetitive, labour intense, error-prone manual workload
- Free up staff time for more value-adding work
- Significant reduction in citizen frustration due to reduced errors & shorter lead times

Technology

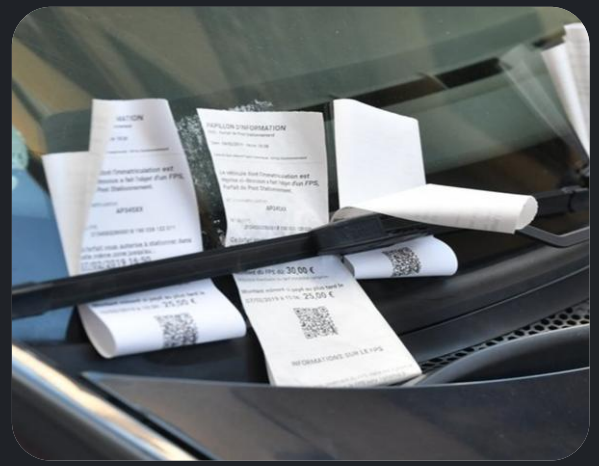
- GenAI solution based on **large language models**
- Scalable and serverless AI-architecture in production

Implementation

- Within 4 months, the entire tool was designed, developed & tested within the organisation

Return on investment

- An expected reduction of the lead-time and workload by 50%



Context & objectives

The city of Brussels receives 66,000 complaints annually about parking fines via a web form. The AI tool aims to handle these complaints more efficiently by first categorizing them, then verifying the validity of the complaint in external databases, and finally formulating a proposed response to the citizen. The main challenge is to reduce the processing time and lessen the workload involved in handling these complaints.