Government

Leveraging AI to offer faster, more convenient public services

State agency

To help enhance the customer experience, this state government agency deployed Pathr.ai spatial intelligence software on Lenovo ThinkStation P360 Ultra workstations at 15 local offices. With real-time analytics at the edge, the agency can optimize staffing, reduce waiting times, and boost service levels.

Lenovo

1

Who is this state agency?

This government agency is responsible for registering motor vehicles and issuing driver licenses. With local offices across the state, the agency aims to provide high-quality licensing and motor vehicle-related services.

2

The
Challenge

The state agency strives to keep state residents moving and promote safety on the road. Providing a fast and efficient service is a top priority for the agency, but it struggled to deliver consistent service levels across all its local offices.

A spokesperson for the state agency says: "One of the key challenges we faced was that many of our customers were waiting too long to access our services. We saw there was a big opportunity to improve customer satisfaction by speeding up the journey and removing friction from the experience."

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"When it comes to customer service, if you can't measure it, you can't improve it. If we could get deeper insights into waiting times at our offices, we were confident we could identify ways to boost our service levels. With hundreds of offices across the state, we looked for a fast and cost-effective way to capture the information we needed."

Spokesperson
State agency

Deploying analytics **at the edge**

Partnering with Lenovo and Pathr.ai, the state agency is shedding new light on how customers engage with its services. Pathr.ai software uses the agency's existing estate of office security cameras to help collect and generate insights in real time using advanced spatial intelligence technology. Running at the edge on Lenovo ThinkStation P360 Ultra workstations, the new solution delivers valuable information for better decision-making.

"With analytics at the edge from Lenovo, we rapidly started using insights from Pathr.ai to find ways to improve the customer experience," says the spokesperson.

Hardware
Lenovo ThinkStation P360 Ultra

Software
Pathr.ai

"Powered by Lenovo hardware, Pathr.ai provides actionable, real-time dashboards to everyone from leadership teams to managers of local offices. Equipped with this information, they can see at a glance which of the offices are under-staffed, which enables them to redeploy employees to help ensure the state agency meets its service-level goals."

George Shaw
Founder and CEO, Pathr.ai

3

Results

Following a successful pilot project at two of its local offices, the state agency has expanded Pathr.ai to an additional 15 locations across the state. Analytics at the edge empowers the organization to make proactive decisions on staffing to enhance the customer experience.

"When Pathr.ai detects that lines at a local office are growing, it automatically sends an email alert to the manager," says the state agency spokesperson. "Our solution from Pathr.ai and Lenovo enables our people to take proactive measures to keep services moving smoothly."

✓ High performance for demanding real-time analytics workloads

✓ Ultra-small footprint for easy installation in any office location

✓ Dependable reliability for always-on monitoring services

"Building on our success with Lenovo and Pathr.ai, we're now planning to expand real-time monitoring to additional offices across the state—helping us to deliver higher-quality experiences to more residents."
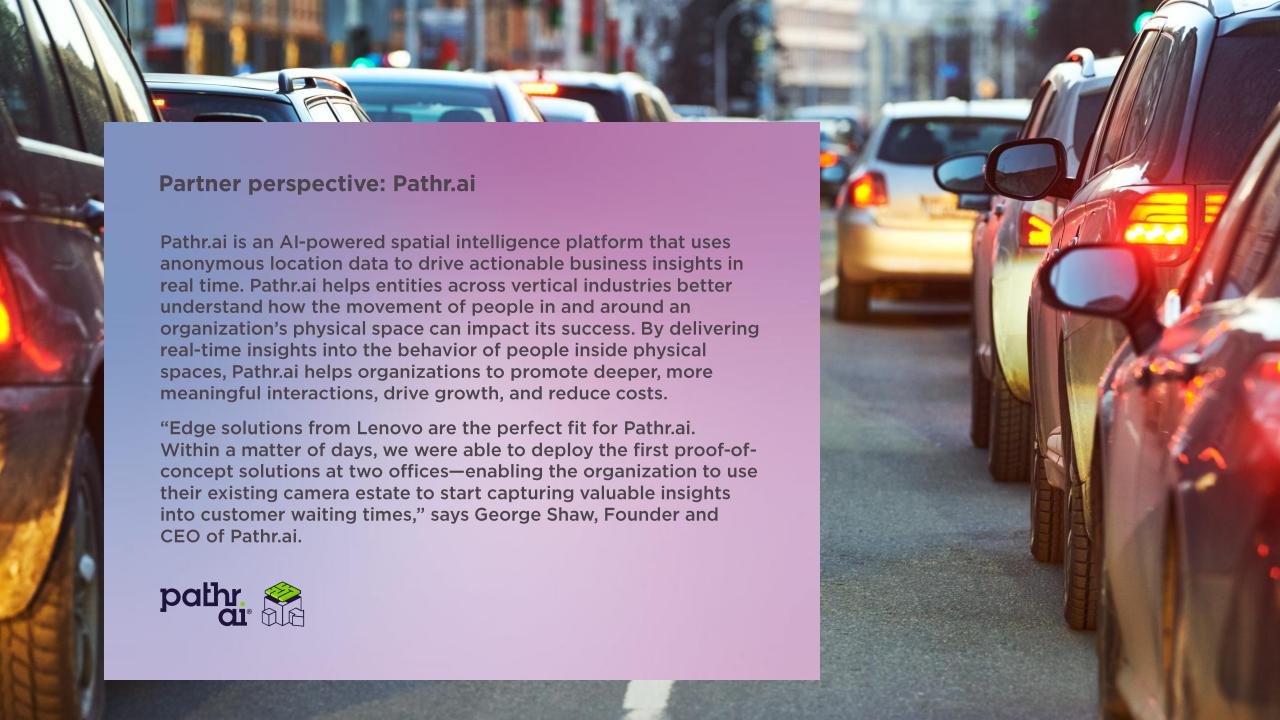
Spokesperson
State agency

Why Lenovo?

Integrating high-performance compute and CPU resources, Lenovo ThinkStation P360 Ultra workstations were the natural choice for the state agency.

The spokesperson says: "Pathr.ai processes real-time video feeds to understand and analyze customer behavior in real time, and the software demands a performant and reliable IT platform. By deploying Lenovo ThinkStation P360 Ultra workstations at each of our expansion locations, we can maximize the value of our investment in Pathr.ai while keeping operational costs and complexity lean."

Partner perspective: Pathr.ai

Pathr.ai is an AI-powered spatial intelligence platform that uses anonymous location data to drive actionable business insights in real time. Pathr.ai helps entities across vertical industries better understand how the movement of people in and around an organization's physical space can impact its success. By delivering real-time insights into the behavior of people inside physical spaces, Pathr.ai helps organizations to promote deeper, more meaningful interactions, drive growth, and reduce costs.

"Edge solutions from Lenovo are the perfect fit for Pathr.ai. Within a matter of days, we were able to deploy the first proof-of-concept solutions at two offices—enabling the organization to use their existing camera estate to start capturing valuable insights into customer waiting times," says George Shaw, Founder and CEO of Pathr.ai.

pathr.ai®

How can government organizations boost customer service levels?

Working with Lenovo and Pathr.ai, this state agency can make data-driven staffing decisions to cut waiting times.

Explore Lenovo AI Solutions