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From Data Overload to Clarity: Supercharging Public Sector Work

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In partnership with Glean, we provide technology solutions that drive modernization, strengthen operations, and ensure compliance with evolving government standards.

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From Data Overload to Clarity: Supercharging Public Sector Work

Overview

The webinar explored how public sector organizations can move from data overload to clarity by leveraging AI-driven solutions. Attendees gained insight into the current AI landscape, key adoption challenges and strategies for balancing innovation with security and compliance. Through expert presentations, a live product demonstration and a real-world customer case study, the session highlighted how Glean's WorkAI platform helps agencies unify data, improve productivity and enhance service delivery. Participants left with practical knowledge on implementing AI responsibly while driving meaningful impact across their organizations.

Balancing Speed and Risk in AI Adoption

The webinar opened with an overview of the growing role of AI in public sector organizations and the challenges agencies face when adopting new technologies. Leaders must balance the risk of moving too slowly and falling behind with the risk of moving too quickly without proper governance. Concerns around data readiness, security and compliance continue to shape how agencies approach AI adoption.

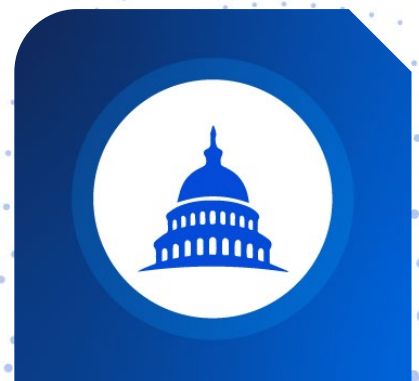
Breaking Down Data Silos with Unified Search

A major theme focused on the complexity of managing fragmented data across multiple systems. Many agencies operate with siloed information that slows decision making and service delivery. Glean's platform addresses this by creating a unified search and assistant experience that connects enterprise data and delivers contextual, verifiable insights.



Driving Adoption Through User-Centered AI

Speakers emphasized the importance of trust, governance and regulatory compliance in AI implementation. With evolving policies at the federal, state and agency level, organizations must ensure that AI tools align with strict security standards. Glean supports this through permission-aware access, encryption and built-in compliance frameworks that help agencies stay aligned with regulations.





Ensuring Security and Compliance at Scale

A customer perspective from Covered California highlighted measurable impact and real-world adoption. The organization reported saving several hours per employee each week and improving both employee productivity and consumer experience. By transforming scattered data into accessible insights, teams can reduce friction and respond more effectively to public needs.

Real-World Impact from Covered California's AI Journey

The webinar also showcased practical use cases across departments including employee support, project management, cybersecurity operations and communications. Demonstrations illustrated how AI can streamline workflows, automate repetitive tasks and enable users to interact with data through natural language, making advanced tools accessible to both technical and non-technical users.



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