

AI enhances efficiency, security and humanity in immigration



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According to the United Nations International Organization for Migration’s most recent World Immigration Report, 281 million people across the globe are living in a country different from where they were born.* And the number of migrants has been on the rise for more than five decades.

While unplanned immigration usually captures the headlines—especially given the refugee crises unfolding across the world—many countries look to immigration to meet labor demands in certain industries and drive overall economic growth by cross-pollinating ideas, methods and innovations. Managing planned and unplanned immigration is becoming ever more complex for government agencies due to the sheer volume of people, variety of circumstances and the need to set newcomers up for success in their new communities.

Enter help from what seems like an unlikely source: AI and generative AI. Artificial intelligence is a collection of advanced technologies that allow machines to sense, comprehend and act. Generative AI is a type of machine learning that can cognitively generate synthetic data (like blog posts, reports, program code, artwork, videos, etc.) rather than simply analyzing or acting on existing data.







When used as part of a cloud-based, integrated platform, this emerging and powerful technology can add efficiency, security and humanity to the immigration process. The employees and agencies that serve newcomers can handle higher volumes with better outcomes while increasing visibility throughout the process.

*Data from 2020.

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AI-first government agencies use advanced intelligence to:

-  Automate regular, repetitive tasks
-  Inspire creative ideas and innovation
-  Personalize or streamline touchpoints with citizens
-  Translate vast amounts of data to help with decision making
-  Provide or interface with chatbots to support workers
-  Develop scripts/writing software

The future of immigration could be more efficient

Immigration agencies and their partner agencies are starting to look at the processing efficiencies AI can bring, including enabling employees to accept and sort more applications far faster, flagging those in need of extra attention and facilitating communication with applicants.

Using AI to speed up and reduce errors in the heavily clerical aspects of immigration processing provides clear benefits to both applicants and employees. A generative AI chatbot could provide a better user experience by helping an applicant find the right information in the plethora of policies and regulations that exist within the agency.

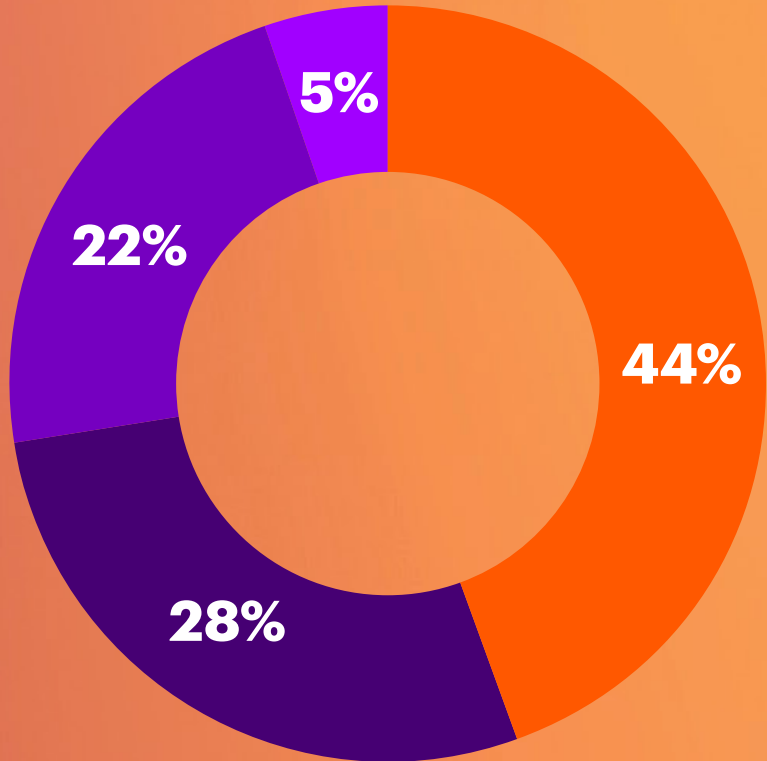
That said, the real power of cloud-enabled AI goes deeper than process-based efficiencies. AI can automate workflows to match agents with cases that fit their specialties. It can collect relevant rules and policies for a particular case and provide an agent full context around an applicant's status and outcomes.

Increased visibility and automation equip supervisors to handle escalations, manage caseloads across the team and partner with other agencies to ensure the right information is getting to the right people on time.

As policies and regulations shift around immigration to meet the ever-evolving global environment, AI and cloud make it easy to apply changes throughout the system using tools like Microsoft Copilot or Power Platform from Microsoft. These agile, low-code/no-code tools give "citizen developers" throughout the organization the ability to incorporate updates that keep everyone working to current standards. Citizen developers doesn't mean anyone can code; Avanade trains organizations with low code centers of excellence to create governance and ensure quality and oversight.

Ultimately, building gen AI into an immigration agency's operations increases productivity without adding extra burden to agents while producing data and analytics that demonstrate how the agency is performing—and what it could do better.

In our recent AI Readiness Research, we asked government respondents to tell us the primary objective of generative AI in their agency.



- AI is mostly used:**
- AI is mostly used to improve efficiencies
 - To inform organizational strategy and decision making
 - To create better citizen experiences
 - Across all three domains

Source: [Avanade AI Readiness Research](#)

The future of immigration can be more secure

Securing borders is a tangible challenge to immigration agencies around the world. Big countries bound by water or few neighbors—like Canada—face less of a challenge than those bordering several different countries with varying degrees of stability.

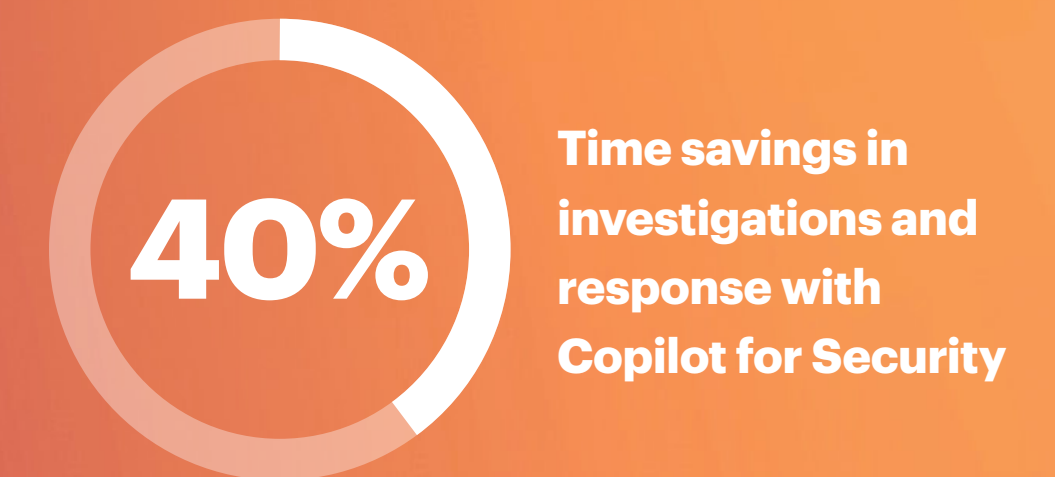
Protecting the boundaries of your immigration system can be viewed the same way. Systems that are seamed together with multiple applications and vendors are at higher risk for security breaches, while wholly integrated systems can focus on fortifying the security of their entire environment. Microsoft partners with global governments creating secured sovereign clouds which process 200 million transactions per day. Security is affirmed daily and is ensured by a team of top experts anticipating and fending off potential threats and working with each country to meet individual standards.

Within a secure cloud environment, look for a platform that provides all the tools you need to collect, collaborate, communicate and share across multiple stakeholder groups. If your immigration agency is working with a local housing partner to help assimilate people into communities, working through SharePoint can facilitate the secure exchange of pertinent information—and AI can collect data from additional stakeholders, such as other local housing organizations, to avoid duplicate efforts.

When it comes to securing your immigration operations and information, Microsoft has an extensible and agile platform that allows for nimbler and more coordinated movement within its bounds. The type of approach that is characteristic of the Microsoft platform, is its secure cloud environment and full suite of integrated applications that can move information and processes across different areas of an organization and amongst various agencies.

Protect your agency with end-to-end security

61% of government respondents to a recent Avanade AI survey identified security and cyber resilience as their highest priorities. Microsoft Copilot for Security is a powerful assistant for security teams battling to protect their organizations from threats. Avanade can help you unlock its full value and do what matters to protect your organization.



The future of immigration can be more human

Two big apprehensions around generative AI are that the datasets it uses are biased and that AI is removing humans from decision-making processes.

At first glance, these two concerns alone might dissuade an immigration agency from deploying AI. But, by keeping humans at the helm at key parts of the immigration process, an agency can end up with a more equitable dataset that ensures fair treatment of applicants.

The powerful data and analytics capabilities made possible by cloud-based AI provide a powerful check and balance system for immigration agencies to use. A simple language query could bring up which applicants were rejected in the past week or month and identify any commonalities they might share. AI can identify if a particular agent is demonstrating bias or administering a rule incorrectly.

Agencies could run a report to see how a new regulation has affected a subset of applicants and determine how it should be addressed. Having insight into the decision-making process and being able to layer it across demographic information can enable an agency to commit to equity and transparency at levels never achievable before.

How confident are you that the impact of generative AI on people-focused roles and processes is understood at your agency?



Source: [Avanade AI Readiness Research](#)





Microsoft, Accenture and Avanade meet the needs of the future of immigration

While each country faces unique challenges around immigration, no one should have to figure it out alone or build a system from the ground up.

Accenture has been partnering with agencies around the world to modernize and innovate immigration systems to reduce costs, increase security and enable frictionless border experiences by design. Operating within the Microsoft platform means having a full suite of integrated tools in a highly secure cloud environment, including MS Dynamics and Power Platform, which has proven case management tools. And Avanade, a joint venture between Microsoft and Accenture, brings the power of each to its clients with unparalleled technology skills that combine strategic thinking with impeccable execution. Together, these organizations have the vision, passion and commitment needed to ensure technology is being used for the benefit of humanity. These qualities are essential for creating a future of immigration that serves individual people, local communities, sovereign countries and our global community at large.

Together, Accenture and Avanade are recognized leaders in delivering Microsoft solutions to our government and public service clients. For more information, contact us today.

Learn more about [Government & Public Services](#) at Avanade

About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Technology and Operations services and Accenture Song — all powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. Our 721,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities. Visit us at [accenture.com](https://www.accenture.com).

About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers.

With the most Microsoft certifications (60,000+) and 18 (out of 18) Gold-level Microsoft competencies, we are uniquely positioned to help businesses grow and solve their toughest challenges.

As a responsible business, we are building a sustainable world and helping young people from underrepresented communities fulfill their potential.

Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.