AI agents for the work behind the counter

Agents that read your law, your rules and your case files, prepare the work, and stop for an officer. On infrastructure you control.

THE PROBLEM

Officers spend their days reading, checking and drafting. The templates on the market are for the front counter, and most send citizen data to someone else's cloud. Of 55 jobs done inside government bodies, 23 have no ready-made agent in any library we searched.

HOW IT WORKS, IN THREE STEPS

STEP 01

Connect what the agent may read.

Legislation, circulars, rulings and policies become knowledge sources, with each reader's permissions kept. The case system is reached through the description of an interface you already run, and you choose which operations become tools.

STEP 02

Decide where it stops.

Every tool call passes your policy. A tool that changes a record or sends something waits for a named officer.

STEP 03

Run it where the data lives.

In your data centre, in a sovereign cloud, or with no line out, on a model you serve.

THE RULE EVERY AGENT FOLLOWS

It prepares. A named officer decides.

Thirty-five agents in nine areas

Citizen service	Citizen Services. Citizen Tax Assistant. Service Request Intake. Complaint Handling
Permits and licensing	Permit and Licensing. Planning Application Check. Inspection Report
Tax and revenue	Tax Rulings Assistant. Case Officer Copilot. Case Pattern Analyst. Return Review Preparation. Debt Case Preparation
Benefits and social services	Benefits Processing. Fraud Detection. Appeal Preparation
Casework and correspondence	Plain-Language Letter. Case File Summary. Meeting Minutes. Document Processing. Official Translation
Records and information requests	Information Request. Redaction Preparation. Records Retention
Procurement and grants	Tender Evaluation Preparation. Contract Clause Review. Grant Application Screening
Policy and legislation	Consultation Response Analysis. Legislation and Policy Q&A. Briefing Note. Regulatory Monitoring. Policy Analytics
Oversight and internal services	Compliance and Reporting. Audit Sample Preparation. Infrastructure Management. Staff Policy Q&A

Also in the pack: the full list with what each agent reads and where it stops, and the white paper “AI agents inside government”.

Seven questions to ask before an agent touches a case

01 Where does it run, and where is the model?

02 Does it keep each officer’s permissions?

03 Which tools change a record or send something, and does each wait for a person?

04 Where is the step at which a named officer approves?

05 What is recorded, and for how long?

06 Can we tell the citizen that AI was used, and explain its part?

07 Can we stop one agent, one tool, or all of them, at once?

WHERE THE PLATFORM RUNS TODAY

MODON built its AI Centre of Excellence on Katonic inside the Kingdom of Saudi Arabia.

ePLDT, the ICT arm of the Philippines’ largest telco, selected Katonic to power Pilipinas AI, a sovereign AI cloud hosted in the Philippines.

In production at a top-tier bank in Asia, air-gapped, inside the bank’s own perimeter.

Where to start

One team, one programme, invented data first. A rulings assistant on your own legislation can run on the first day, because no citizen data is involved.

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