

Welcome to Exponential-e

The Cyber Adviser

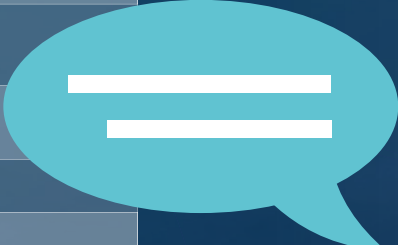




We are only Human!

Council Tax	Planning & Building Control
Housing	Parking & Transport
Benefits & Welfare Support	Highways Maintenance
Social Care	Environmental Health
Waste & Recycling	Public Health
Education & Schools	Community Safety
Electoral Services	Complaints & Feedback
Births, Deaths, & Marriages	Digital / IT Support
Business Rates & Licensing	
Leisure & Culture	

X 5 = 90





AI Insights





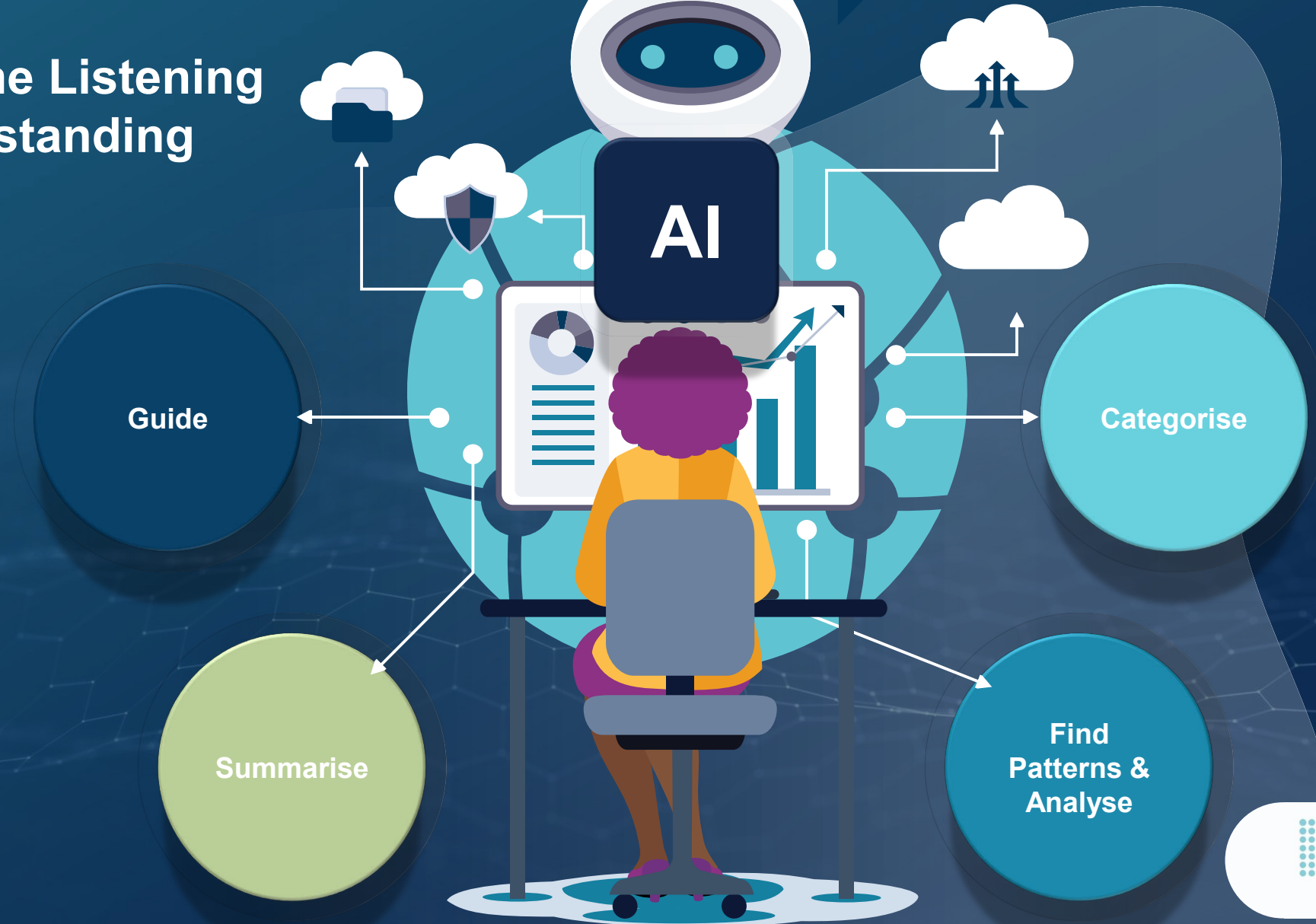
Comparison Summary to Level Set

	IVAs	AI Agents
Flow Style	Scripted	Dynamic & Adaptive
Understanding	Basic commands, linear	Handles complex, fuzzy inputs
Knowledge	Basic FAQs only	Contextual answers + follow-up Qs
Data Capture	One detail at a time	Multiple data points in one go
Conversation	Gets stuck outside the flow	Shifts smoothly across topics
Action	Triggers basic actions	Executes & computes multi-step actions
Time to Value	Months	Hours



Super Charge your Advisers

Real-Time Listening
& Understanding





Use case – Health issues / multiple queries

Identification & Verification

“Please tell us your query”

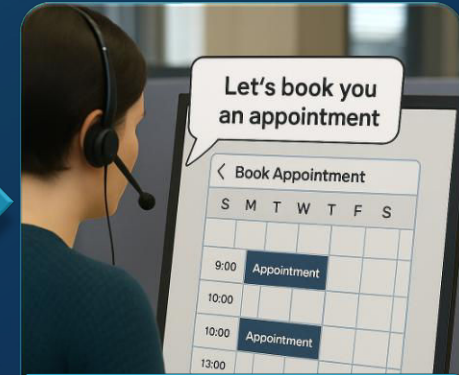


CRM
Clinical Waste
Blue Badge



Call delivered with:

- Confirmed identity
- Caller intention
- Summary of last conversation & sentiment
- Guidance on clinical waste
- Guidance on blue badge



Guidance indicates an appointment is needed to collect clinical waste

Appointment Booking



Conversation summary sent to CRM



Link to gov.uk blue badge Renewal sent via SMS



Guidance provides answer to a follow-up question



Appointment arranged



Help on your Journey



Planning Session

Workshop Day

Playback

- Observations
- Recommendations
- Opportunities
- ROI



Cyber Adviser
experience for Local
Government



Private British Company

Trusted and Capable

Founded in 2002, Exponential-e remains a private British company that owns and operates its network and cloud infrastructure. Today, we have 842 employees, of which 200+ are SC/DV cleared

We aim to deliver secure, trusted systems and operations across multi-domains ensuring 100% trust, integrity and uptime of your data flows and applications.

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We set out to offer British companies & public sector clients 'PLATINUM' customer services that drives our world class business status & NPS Score

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Security, Data Sovereignty & customer service are part of our corporate DNA that we never compromise on