

Working smarter and more reliably in government.

AI workflow automation — with you in control

Government · EN

Why now?

You know it: growing queues, an inbox full of requests, and people spending more time on admin than on the citizen. Things are moving fast, expectations are rising, and you want to stay ahead — without handing over your data and control. Not adopting AI is not an option; a flawed implementation can damage trust and lawfulness. The question is not whether, but when you prepare your organisation for the future. This document outlines the developments, the processes that lend themselves to it, and how you discover it risk-free in a contained pilot.

Market developments

- **AI and digitalisation are high on the government agenda.** At the same time, the scarcity of IT, data and information specialists keeps increasing (Staat van de Uitvoering, Jan 2025).
- **Citizens expect fast, digital services**, while complex legislation and workload put quality under pressure (SER; Binnenlands Bestuur).

Labour market in figures (government). Government leads in staff shortages; delivery organisations report sickness absence of around **5 to 8.4%** and a scarcity of data analysts, IT staff and heads of information management (Staat van de Uitvoering, 2025). AI support targets the routine work, so your scarce specialists keep time for what only they can do.

Key challenges

The core challenge is clear: improve your service with AI **without losing control**.

- Scarcity of specialist capacity, while routine work and queues grow.
- Adopting AI without handing over your data or control — with demonstrable lawfulness.
- A growing stack of laws and regulations (see below).

Laws and regulations are stacking up.

- **AI Act** — phased; for government applications, extra requirements apply to high-risk AI. [European Commission](#)
- **GDPR** — lawful, transparent data processing. [Dutch DPA](#)
- **Open Government Act (Woo)** — active disclosure and handling of requests. [wetten.overheid.nl](#)
- **BIO** (Baseline Information Security Government) — mandatory security standard. [Digitale Overheid](#)

Common workflows

The same administrative patterns recur across the sector:

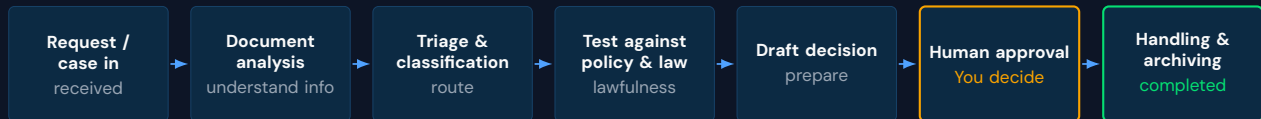
- Permit applications and notifications
- Objections and appeals
- Subsidy applications
- Freedom-of-information (Woo) requests

- Case intake and citizen correspondence
- Procurement and tendering

MMC works modularly. We don't support a single workflow, but build out a growing set of processes step by step — at your own pace, always with human control.

Where AI supports

Within a process, AI supports the repetitive steps while your people decide:



With you in control. Works alongside your existing systems (no rip-and-replace), with human final control, your data local and under your own control, and no vendor lock-in.

The MMC approach: the pilot

We work modularly, step by step. Together we take one process; you invest minimally, we do the heavy lifting:

1. **Together** — we pick one concrete process.
2. **You** — an intake of about an hour, plus limited additional information.
3. **We** — analyse your process and build a working version.
4. **Together** — we test on your own data and discuss the outcome.
5. **You** — decide whether and how to proceed. No obligation.

Is your organisation a fit?

Recognition is often a good gauge. This fits if you deal with:

- many recurring administrative processes and queues;
- working with documents and data from multiple sources;
- human checks, lawfulness and archiving obligations;
- a lot of correspondence and long turnaround times;
- a shortage of specialist capacity.

Start a pilot

Discover which workflow in your organisation is the first fit for AI Workflow Automation. Start a pilot and experience how it works on a real process of your own — no obligation, with you in control.



"A system is not the sum of its parts, but the product of the interactions between them. That is why we don't model the individual steps, but the outcome that matters."

-- Arjan Noordhoek, founder & CEO, Model My Context

Sources: Staat van de Uitvoering (labour-market bottlenecks, Jan 2025) · SER & Binnenlands Bestuur (public-sector labour shortage) · AI Act: European Commission · GDPR: Dutch DPA · Woo: wetten.overheid.nl · BIO: Digitale Overheid. Regulatory dates may change; verified June 2026.