



AI Powered Shared Mailbox

Kainos Low Code Practice





Kainos' AI Powered Shared Mailbox

Designed to help organisations maximise the value of Microsoft Power Platform and expand use of AI capabilities. We help organisations gain better visibility, control and value from their Mailbox(s), providing minimum **20% process efficiency on request handling for business users.**

Here are some of the key aspects of our **Microsoft Power Platform AI Accelerator:**

Microsoft Technology:

Kainos have developed an AI accelerator that demonstrates the ability to classify emails received from customers, triage emails and draft initial responses via AI. It's built using Microsoft Power Platform, Azure AI Services and OpenAI.

Email Management, Control & Security:

Microsoft Dataverse powered AI accelerator. Provides the underlying data infrastructure to securely store, manage, control access & retain data (i.e. emails, attachments, docs). Incl. authentication via AAD (Azure Active Directory).

AI Enabled Classification, Triage and Response:

Enabled use of Azure AI Services and OpenAI to classify, summarise and extract key information from mail requests, automate workflow and triage emails to business team(s) and generate AI email draft response for review and issue.

Out-of-the box MI and Reporting:

This accelerator offers Out-of-the-Box (OOB) MI, reporting and analytic capabilities. To support email management for business team(s) and/or their leaders. Incl. seamless integration with real-time Power BI reporting (as required).

Straight through Email Processing:

An ability to facilitate 80/20 (or more) straight-through-processing based on common email requests and queries. To reduce manual effort and cost, whilst driving efficiency for business users through their investment in Power Platform.



Kainos' Offering

Kainos offer a **FREE 1-day discovery workshop** to identify the correct email mailbox, create a high-level business case, identify pain points and growth opportunities for use of our **Microsoft Power Platform AI Accelerator**. Designed to help maximise value of Low Code/AI Investments.

An initial customer cost **£55-£60k** (x1 Mailbox). Further *investment options may be available.

Confirm business case, investment & funding



Free 1-day workshop with a customer to access the correct mailbox, to focus efforts, build a high-level business case and access license implications

Confirm business case, investment & funding



Post free 1-day workshop, **there is no obligation** for the customer to proceed. We hope that initial work supports the business case & unlocks available funds

Bring AI Accelerator to Life for the Business



Once investment secured, Kainos will **rapidly deploy** the AI accelerator and work closely with business and IT stakeholders. Focus will be on x1 initial mailbox

Deploy AI Accelerator Plan for Future-Scale



On **deployment** of the AI accelerator, Kainos will also provide customer a recommendation report to support future scaling of solution to new areas

***Note:** The customer will procure Microsoft Licenses (Power Apps, Power Automate, CoPilot and Azure) directly from Microsoft. Kainos will provide an initial recommendation following "Free Discovery Workshop". Microsoft investment may apply. Kainos are a certified MS ECIF (funding) partner.

Accelerator Overview

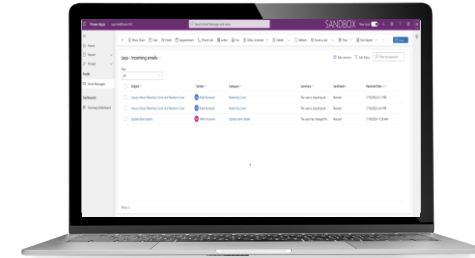
Pitch/proposal slides

Accelerator Overview

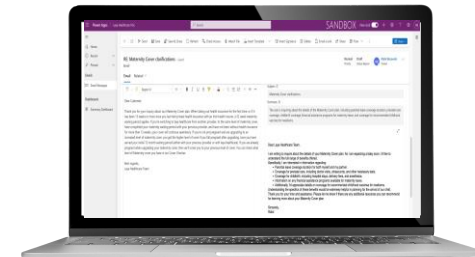
Kainos' AI Powered Shared Mailbox



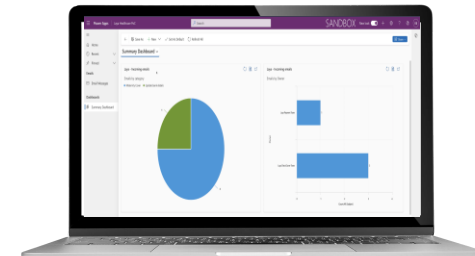
Classification & Triage



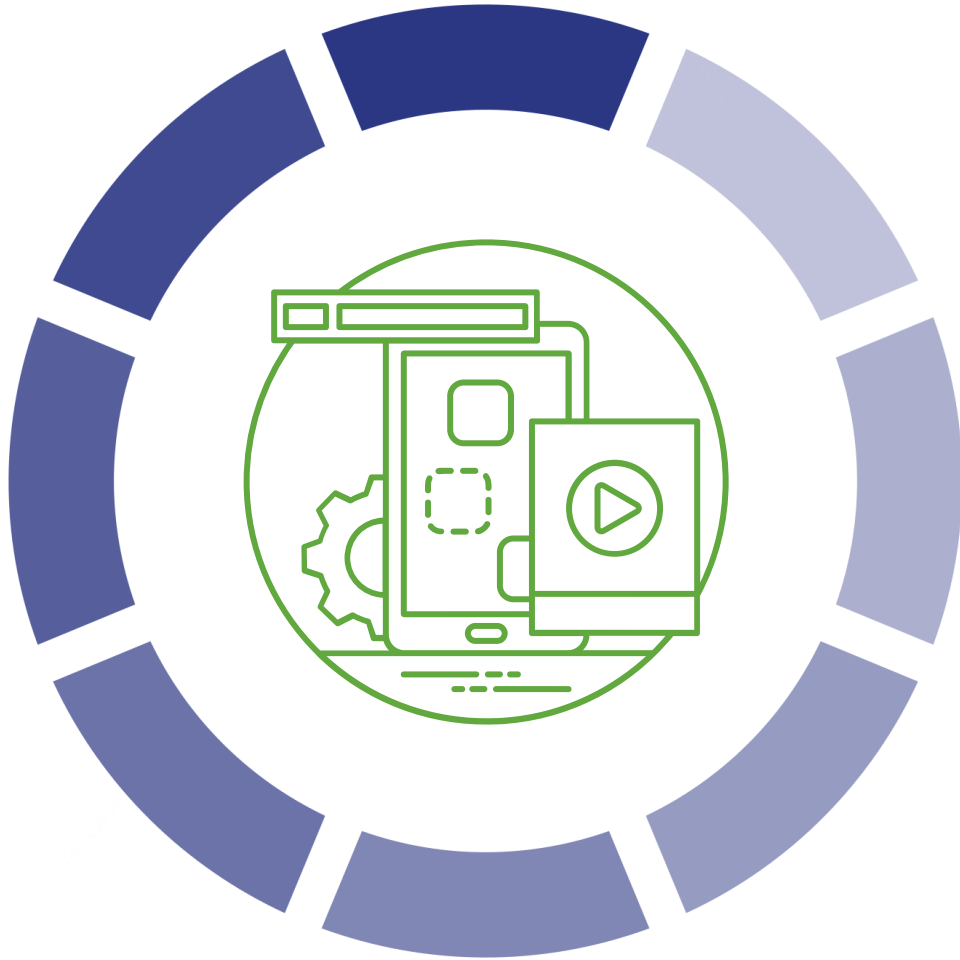
AI Enabled Responses



OOB MI and Reporting



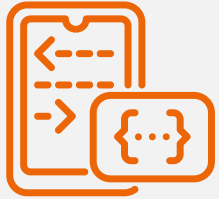
Accelerator Impact



Email handling

x20 process
efficiency

Industry Problem



Business teams are overwhelmed with email requests



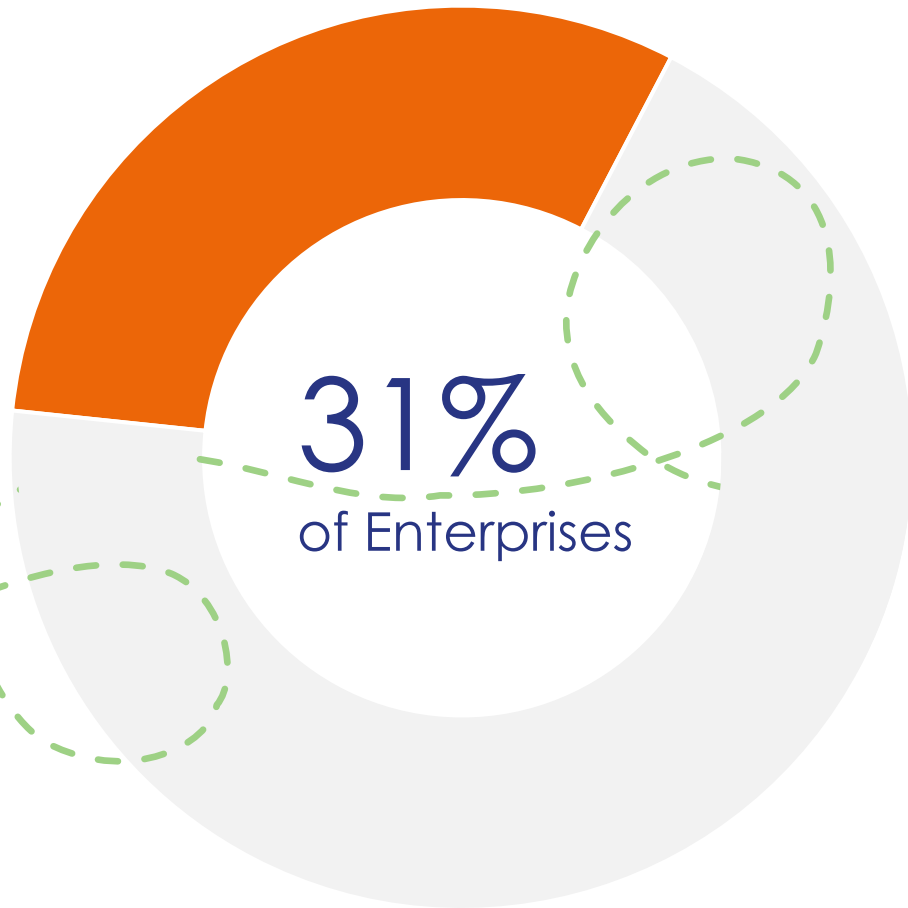
High manual effort, loss of efficiencies & poor experience



Lack of control, email mgmt. & data retention

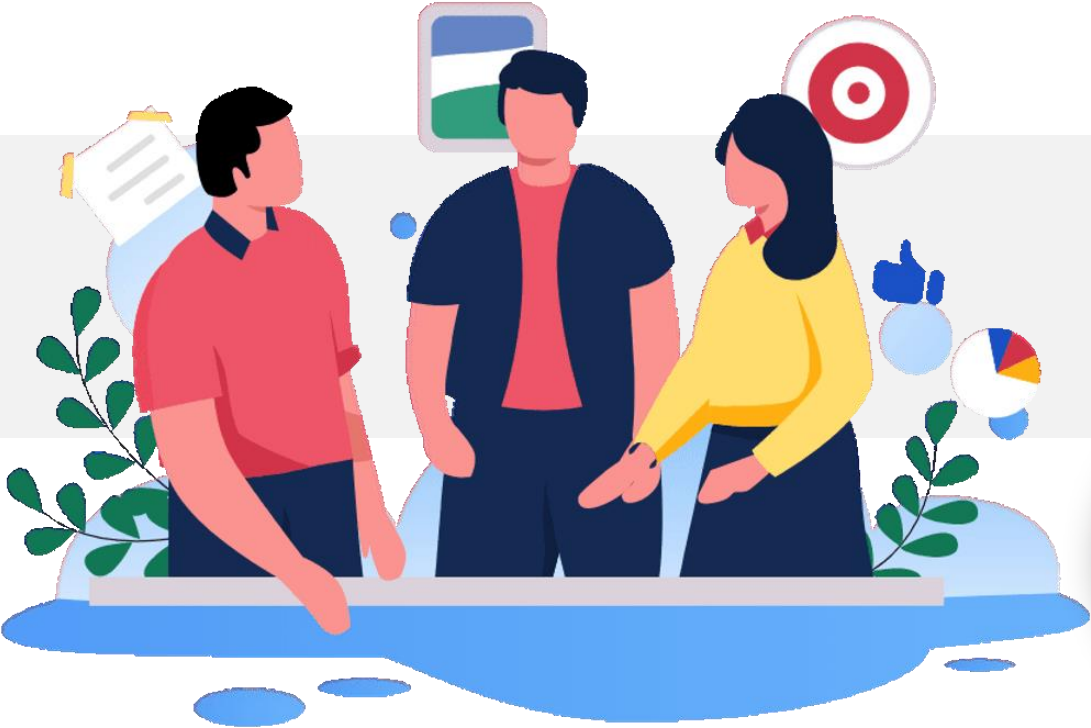


Enterprise-Scale



...haven't delivered their highest-value applications

The Turning Point



kainos®



The Results



- ✓ Increase Email Visibility, Control & Mgmt.
- ✓ Improve Business Efficiency, Time & Cost Savings
- ✓ Customer & User Experience Improvements
- ✓ Alignment of your Low Code & AI Investment
- ✓ Reduce Data Risk & Human Induced Error
- ✓ Retain, Secure & Visual Email Backlog Mgmt.

Power Platform Shared Mailbox Solution

Significant backlog of unanswered emails, mailbox receives **2,000 emails** per day. **80 staff** who access this mailbox at any one time, exceeds limit for concurrent users resulting in:


- 30,000 email backlog
- Delays in Family Court hearings leaving children and families vulnerable
- Missed SLAs of both urgent and non urgent work
- Limited employee productivity

We created a mailbox solution using **Model-Driven Power Apps** used by **hundreds of concurrent users** to review and action emails. It is a repeatable solution which can be rolled out across the wider organisation and other clients.

The increased visibility of performance metrics drives continuous team and solution improvements.

Benefits and Outcomes

 Reduced backlog of emails by over 80%
30,000 down to 5,000

 Dataverse Search enables filter tens of thousands of emails in seconds with priority emails identified early and assigned for rapid response.

 Increased productivity amongst HMCTS staff and reduction in SLA breaches.

 Unlimited number of concurrent users

 2 weeks to build, 2 months to deliver. Repeatable solution now being rolled out to more mailboxes

 Building business case for site wide MOJ Power Platform programme

HM Courts & Tribunals Service



Similar success stories with ...



Savings of **>£35k per annum** from solution utilisation



Deployed solution in **>3-wks** for King III Coronation



Leveraged by our own CFO function for **AP efficiencies**



<1-wk POC helped justify investment of Microsoft low code



<1-wk POV helping to justify investment of Microsoft stack

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