



Eligibility Checks

Automate data collection and validation to reduce manual errors and enhance application tracking

AI Agents

Intelligent Document Processing



Integration

Process Orchestration



Robotic Process Automation



Generative AI

100%
Audit Compliance

64%
Faster Response Times

Why

Eligibility checks in government services involve complex verification processes to determine whether individuals qualify for benefits, services, or programmes. These checks typically require processing multiple data points across different systems, comparing information against established criteria, and ensuring regulatory compliance.

Tungsten Automation streamlines eligibility checking by using intelligent automation that seamlessly integrates with existing government systems, automatically extracts relevant information from documents, and cross-references data across multiple sources. Verifying data helps prevent fraud by detecting any concerns with anomalies to information provided or escalating for further verification. Keeping humans in the loop avoids any ethical or policy misalignment.

How

Automating eligibility checks can significantly reduce processing times and improve accuracy for government departments. Tungsten implementations in public sector organisations have delivered up to a **33% reduction in processing time** while ensuring consistent application of eligibility criteria. This translates to faster service delivery for those using government services, reduced waiting times for benefit determinations, and a productivity increase of government staff who can then focus on more complex cases requiring human judgement. The automation of eligibility checks also provides an audit trail, ensuring transparency and compliance with regulatory requirements.

[Ventura County's Human Services Agency](#) in California faced a surge in demand for social services and was limited by flat or declining budgets. Ventura County implemented Tungsten Automation solutions across its 12 offices. The new system digitises and automates the flow of more than 600 types of eligibility forms and supporting documents, extracting and validating data to quickly determine programme eligibility. Adding the ease of access to the end user with this now-structured data equated to quicker review and faster decisions.

As a result, the agency achieved a **64% faster response** to information requests, 100% audit compliance, and significant cost savings in labour, storage, and paper-related expenses. The automation empowered caseworkers to process applications more efficiently and accurately, enabling faster delivery of crucial services to eligible residents while maintaining strict data security and regulatory compliance.

Learn More

Join the thousands of agencies transforming their processes with Tungsten Automation.

Visit TungstenAutomation.com to request a demo.



View more at our Australian government website