



# The ROI of AI

in the public sector



How AI agents are helping  
drive mission impact.

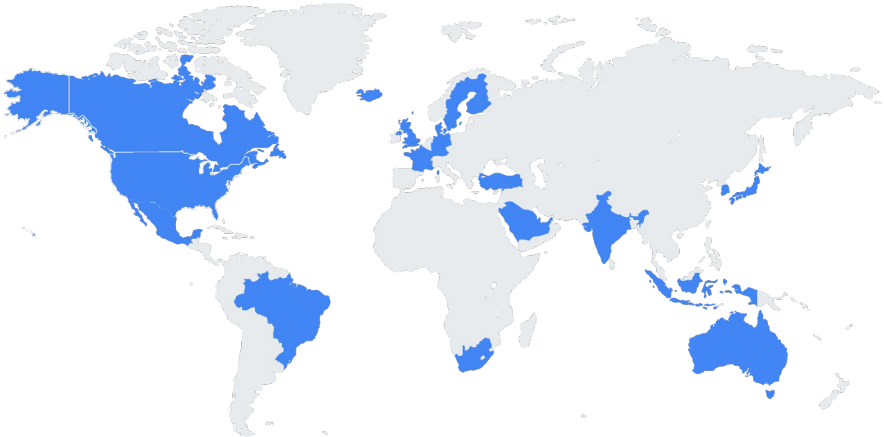
# Methodology

This report is based on a survey conducted by Google Cloud and National Research Group.

**251**  
leaders of global public sector organizations

**Over 100**  
full-time employees in surveyed organizations

Fieldwork conducted April 18–June 3, 2025



US	43	France	8	Australia	11	Brazil	37	South Africa*	1
Canada	7	Nordics	4	South Korea	9	Indonesia	11	UAE*	4
UK	9	Japan	13	Taiwan	16	Saudi Arabia	3	Qatar*	1
Germany	13	India	14	Mexico	46	Turkey*	1		

\* Markets shown in aggregate as MEA region

# Executive foreword

This is a new era of innovation, and the public sector is helping lead it.

Our inaugural ROI of AI survey of 251 senior leaders from public sector agencies reveals continued ROI from gen AI initiatives, along with a new focus on agentic AI projects. We found that 55% of public sector leaders report their organizations are already leveraging AI agents in production<sup>1</sup> and 42% report that their organization has deployed more than 10 AI agents.<sup>2</sup> Added to that, 61% report that their organization plans to allocate 50% or more of their future AI budget to agents.<sup>3</sup>

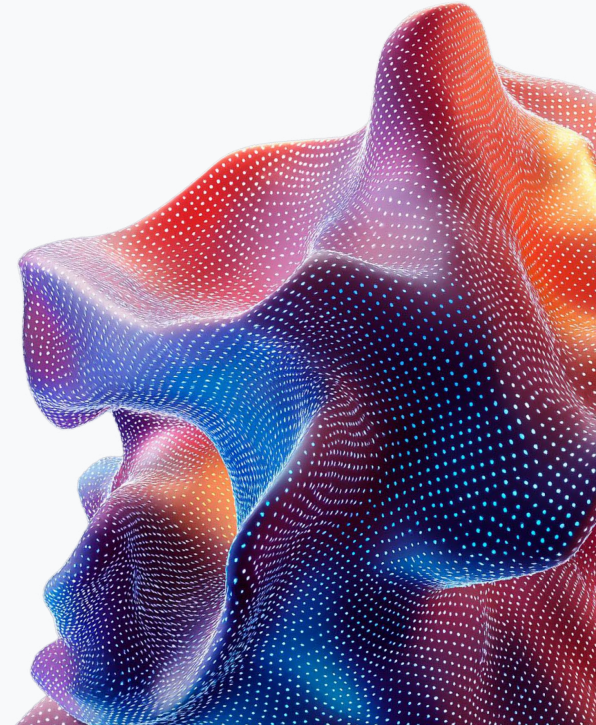
Google proudly supports this shift. Gemini for Government is designed to help scale agent adoption, and delivers the best of Google's AI-optimized, secure, and accredited commercial cloud services, along with our industry-leading Gemini models and agentic solutions.

We remain unwavering in our commitment to you, and are proud to partner with the public sector as we chart this new era of innovation and mission impact, together.

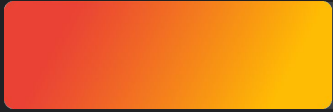
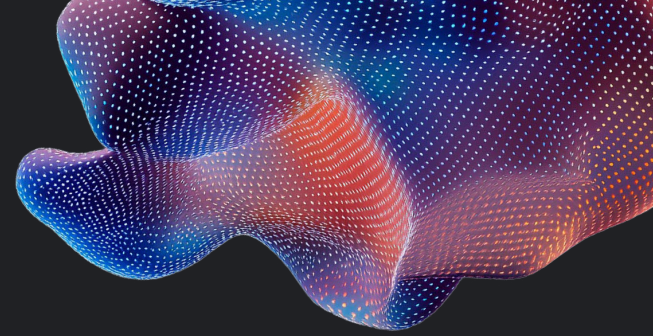


**Karen Dahut**  
CEO, Google Public Sector

\* Unless otherwise noted, all statistics in this report are derived from the public sector executive survey and only include those who are using gen AI in production.  
<sup>1</sup> PS leaders: n=251; Question: (1) How are AI agents leveraged across the enterprise? (2) How many AI agents does your company currently have deployed in production across your organization?  
<sup>2</sup> PS leaders: n=251; Question: How many AI agents does your company currently have deployed in production across your organization?  
<sup>3</sup> PS leaders: n=245; Question: What % of your future AI budget is being allocated to agents?



# Key insights in the public sector



55%

of public sector leaders report their organization has adopted AI agents in production<sup>4</sup>



42%

report their organization has deployed more than 10 AI agents<sup>5</sup>



61%

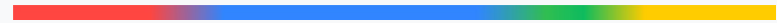
report their organization plans to allocate 50% or more of future AI budget to agents<sup>6</sup>

<sup>4</sup> PS leaders: n=251; Question: (1) How are AI agents leveraged across the enterprise? (2) How many AI agents does your company currently have deployed in production across your organization?

<sup>5</sup> PS leaders: n=251; Question: How many AI agents does your company currently have deployed in production across your organization?

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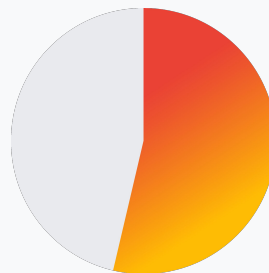
# The agentic shift



# AI agents have arrived

The breadth and pace of agentic AI adoption across the public sector is striking.

Implementations range from agents that can help automate workflows across logistics, research, transportation, healthcare, national security and more – to multi-agent systems that are fundamentally changing the way governments operate, make decisions, and deliver critical services.



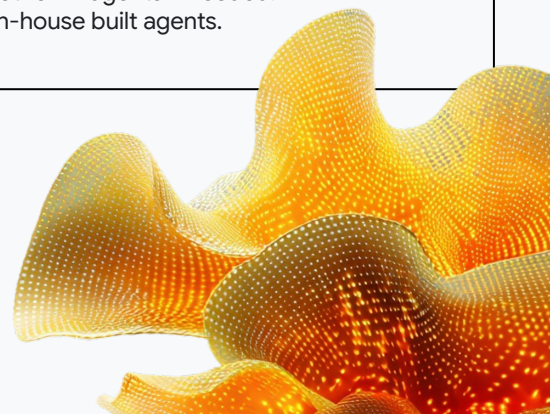
# 55%

of public sector leaders report their organization has adopted AI agents in production<sup>7</sup>

## Definition of AI agents used in the survey

**AI agents** are specialized LLMs that have specific roles, context, and objectives to independently plan, reason, and perform tasks with access to data function call APIs and can interact with other AI agents if needed. These can be pre-built or in-house built agents.

<sup>7</sup> PS leaders: n=251; Question: (1) How are AI agents leveraged across the enterprise? (2) How many AI agents does your company currently have deployed in production across your organization?



# Levels of AI agent maturity



## Level 1 Simple tasks

Chatbots

Information retrieval

Image generation



## Level 2 AI agent applications

Constituent/customer service AI agents

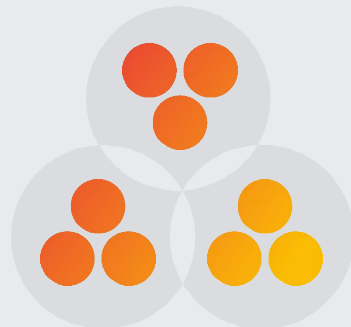
Creative agents

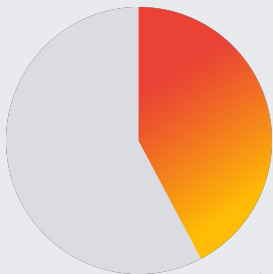


## Level 3 Multi-agent workflows

Agentic workflows

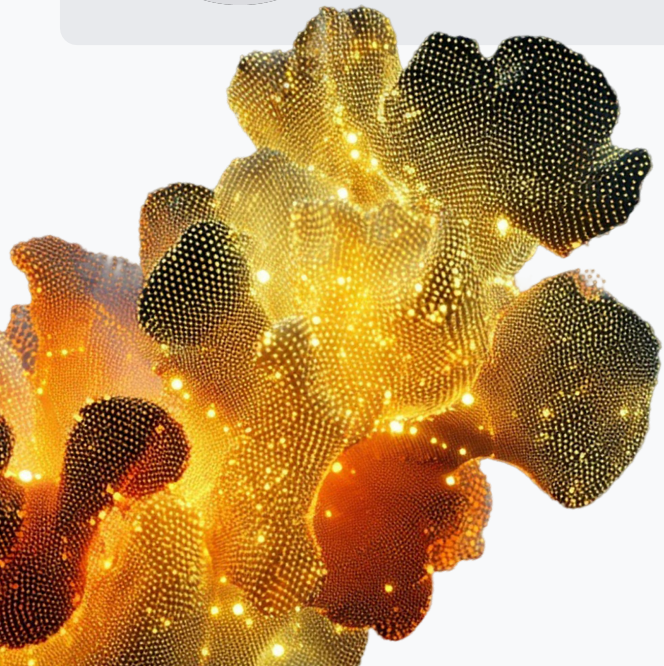
Agent orchestration





# 42%

of public sector leaders say their organization has deployed more than 10 AI agents<sup>8</sup>



## How AI agents are being used<sup>9</sup>



# 59%

use them for constituent/customer service and experience



# 56%

use them for tech support



# 51%

use them for software development

<sup>8</sup> PS leaders: n=251; Question: How many AI agents does your company currently have deployed in production across your organization?

<sup>9</sup> PS leaders whose organization is leveraging agentic AI: n=138; Question: What use cases has your company deployed AI agents for?



“



I've been working in the federal government for over 15 years, and there have certainly been processes where I've said to myself, 'How are we still doing this manually?' While there are positives and negatives with any technology, AI agents really can help streamline essential but repetitive processes.”



**Nastaran Zahir**

Acting Director of the Center for Cancer Training,  
National Cancer Institute

# Agentic AI use cases in action

AI agents are now actively tackling core challenges across the public sector.

From constituent/customer service, tech support, software development, finance and accounting, and more, agents are helping people get more done.



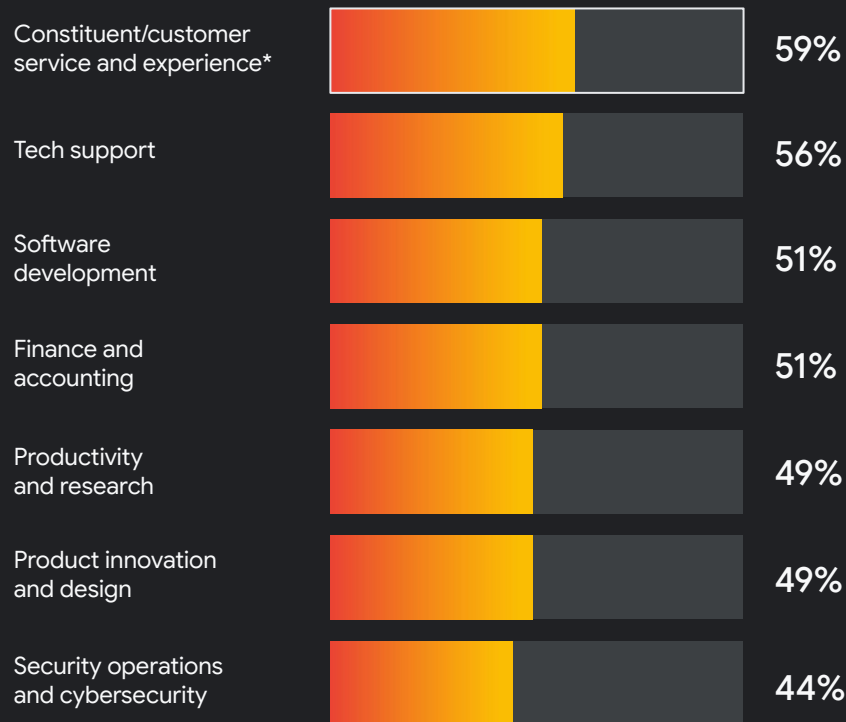
It's human nature to want to do more. Now that we can outsource repetitive tasks to AI, it's made a big difference in individual productivity.”



**Leeza Constantoulakis**  
Chief Nursing Officer, Drive Health



## Top AI agent use cases in the public sector



\* Use cases specific to public sector  
Among PS leaders whose organization is leveraging agentic AI: n=138; Question: What use cases has your company deployed AI agents for?

# The ROI of AI agents

AI agent use cases already show ROI, with constituent/customer service and experience (41%), productivity and research (35%), and software development (34%) leading the way.<sup>10</sup>

While productivity and research is the fifth most adopted use case, it jumps to second place when it comes to ROI. This reveals agents' power to help automate tasks and supercharge research efforts across the public sector.

<sup>10</sup> Among PS leaders whose organization is leveraging agentic AI: n=138; Question: Which of the AI agent types that your company has deployed have seen ROI?

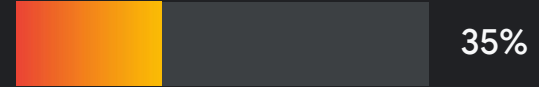


## Top AI agent use cases that have already shown ROI

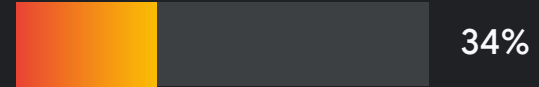
Constituent/customer service and experience\*



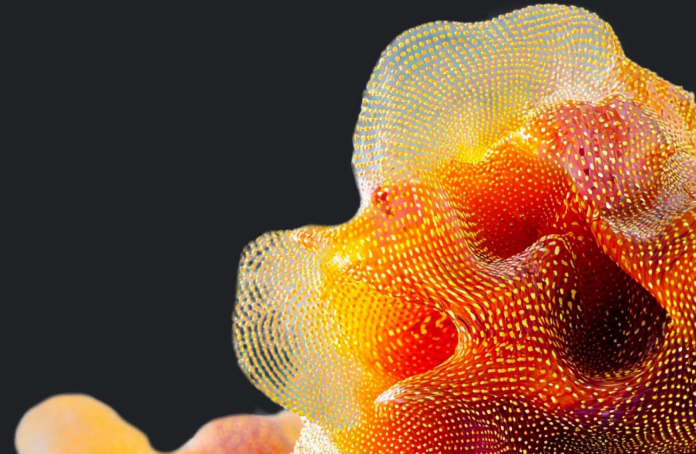
Productivity and research



Software development



\* Use cases specific to public sector  
Among PS leaders whose organization is leveraging agentic AI: n=138; Question: Which of the AI agent types that your company has deployed have seen ROI?



“



Some of our customers are external scientists. We offer funding for their research, and we try to make their experience as smooth as possible. Agentic AI can help us make it easier for them to find funding opportunities, understand their eligibility, and get all the information they need in a rapid, cohesive, clear, and concise way.”



**Nastaran Zahir**

Acting Director of the Center for Cancer Training,  
National Cancer Institute





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# Proven areas where AI is delivering ROI

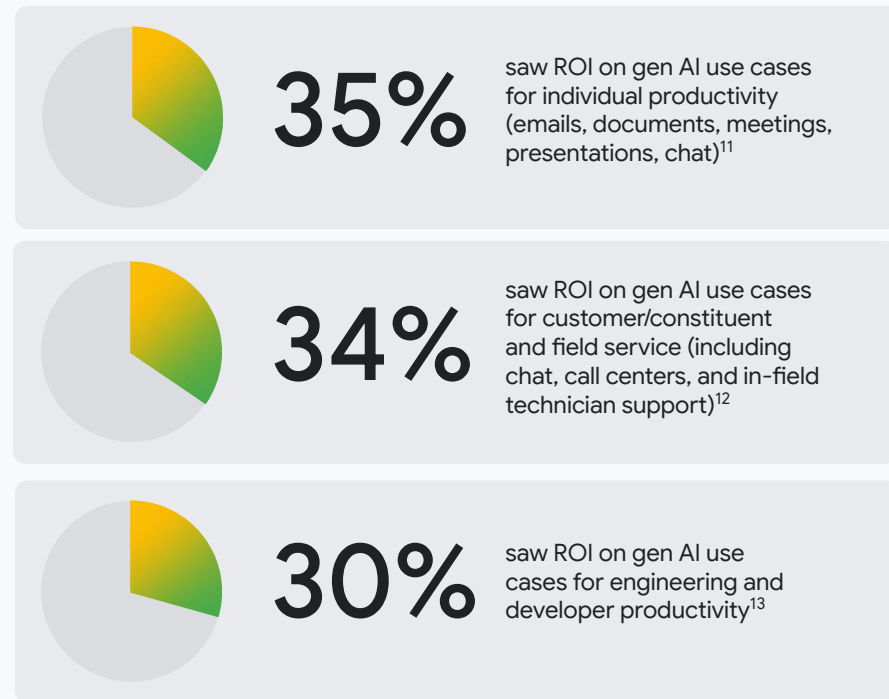


## While AI agents represent the new frontier, existing gen AI investments continue to deliver meaningful value across the public sector.

When it comes to productivity, gen AI is helping public sector teams get more done. It's also playing a critical role in bolstering security, which is becoming increasingly important in today's complex threat environment. We'll explore both these areas in more detail below—but first, let's see which gen AI use cases are driving the greatest ROI across the public sector.



## Key areas where gen AI is driving ROI across the public sector



<sup>11</sup> PS leaders whose organization is currently using or planning to use gen AI for individual productivity; n=232; Question: In what timeframe do you expect gen AI to deliver ROI to the following areas of your business?

<sup>12</sup> PS leaders whose organization is currently using or planning to use gen AI for constituent and field service; n=236; Question: In what timeframe do you expect gen AI to deliver ROI to the following areas of your business?

<sup>13</sup> PS leaders whose organization is currently using or planning to use gen AI for engineering and developer productivity; n=224; Question: In what timeframe do you expect gen AI to deliver ROI to the following areas of your business?

# Deep dive into productivity

Public sector leaders report tangible improvements in gen AI-driven productivity.

A more productive workforce means faster response times, reduced service backlogs, and more personalized, efficient delivery of public services—which all adds up to better experiences and outcomes.

**70%** of public sector leaders report improved productivity from gen AI<sup>14</sup>

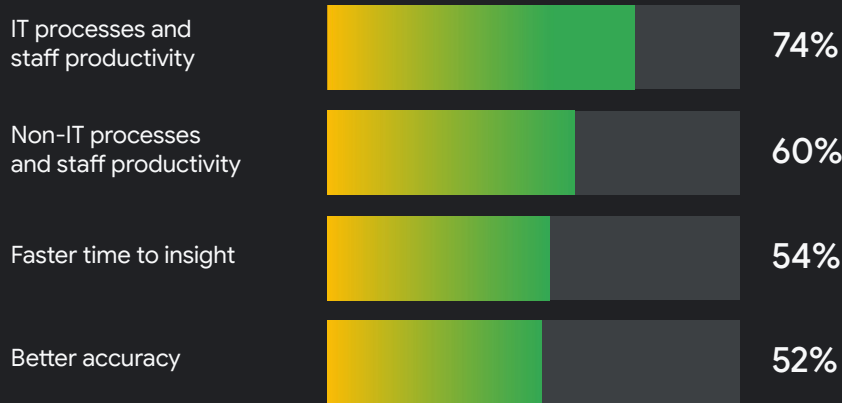
**46%** say employee productivity has at least doubled (of those reporting improved productivity)<sup>15</sup>

<sup>14</sup> PS leaders: n=251; Question: In which of the following areas have your gen AI solutions created meaningful impact?

<sup>15</sup> PS leaders reporting improved productivity from gen AI solutions: n=176; Question: When gen AI helped your employees increase productivity, what was the approximate average % increase in their productivity over a sustained period of time (e.g., several months)?



## Improved employee productivity resulting from gen AI



Among PS leaders reporting improved productivity from gen AI solutions: n=173; Question: In what ways did gen AI directly increase productivity for your company?

# Deep dive into security

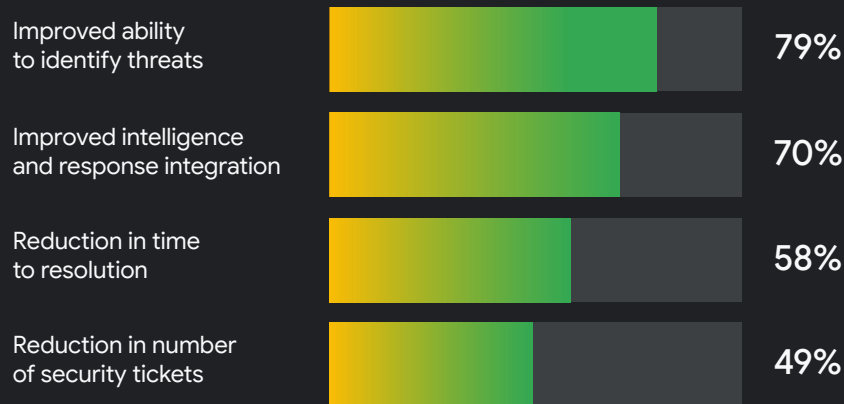
Gen AI can help the public sector significantly improve its cybersecurity posture in today's threat environment—ensuring mission continuity and protecting public trust.

The complex ecosystem of data, infrastructure, and people requires a robust defense strategy. According to the 16th edition of our annual [Mandiant M-Trends report findings](#), we're seeing an explosive growth of malicious exploits, threat groups, and ransomware—all fueled by AI. Attackers are finding novel ways to breach defenses and use AI to scale their attacks. Therefore, a fragmented, siloed security defense approach is no longer viable.

By leveraging the power of gen AI and machine learning, public sector organizations can enhance threat detection, automate security operations, and secure AI development—and ultimately stay one step ahead of evolving threats.



## Improved security resulting from gen AI



Among PS leaders reporting improved security posture from gen AI solutions: n=114; Question: Based on your past/existing gen AI initiatives, how did gen AI directly improve your company's security posture?

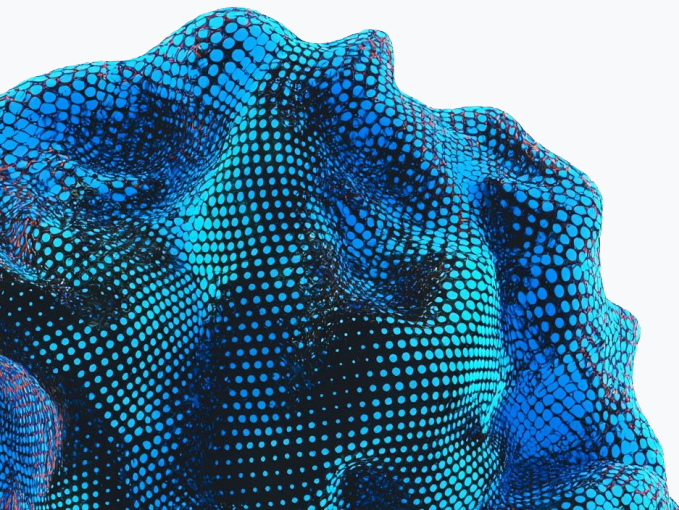


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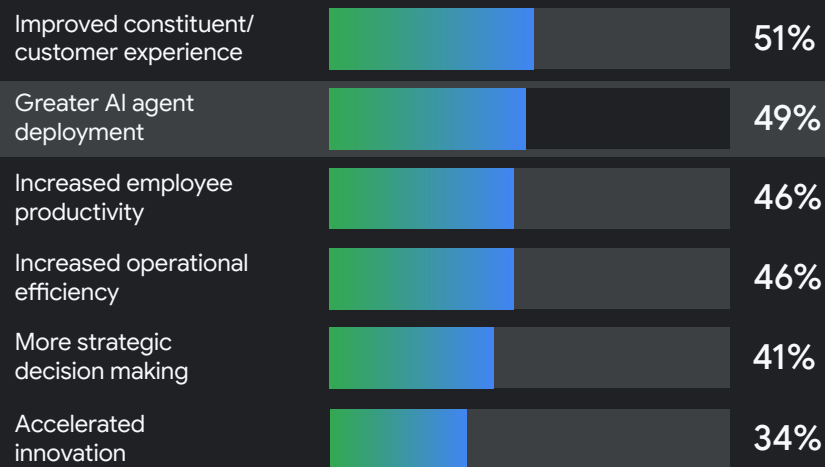
# Invest in the AI-ready future

## The maturation of AI signals a shift in its funding.

Public sector organizations can accelerate mission impact by enhancing security, driving operational efficiency, and bolstering employee productivity. Agency leaders are looking to the next wave of innovation made possible by generative AI and AI agents—and they are investing in this future.



## Top 6 objectives to pursue with gen AI within the next 2–3 years



PS leaders: n=251; Question: In light of recently completed gen AI initiatives, which of the following business objectives are you planning to pursue with gen AI within the next 2–3 years?

# AI budgets are following suit

AI is now a mission-critical investment.

To accelerate productivity, optimize complex decision-making, and fundamentally improve the speed and equity of service delivery, ongoing investment in gen AI is imperative.



75%

of public sector leaders report their organization's gen AI spend has increased<sup>16</sup>

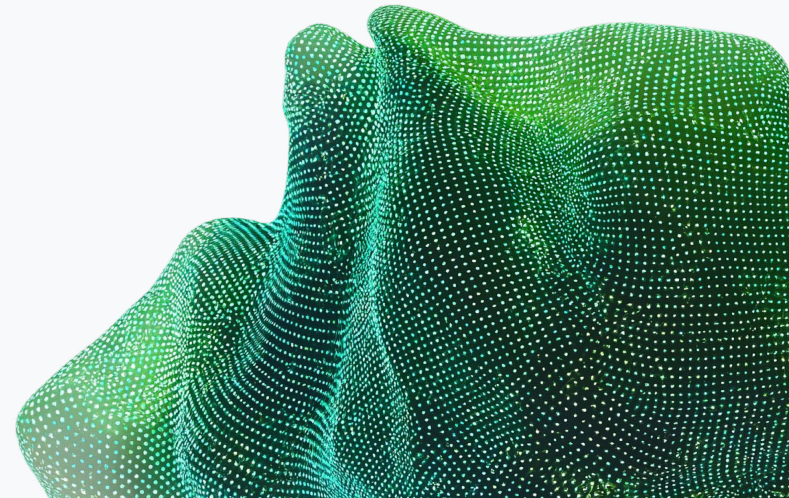


61%

plan to allocate 50% or more of future AI budgets to AI agents<sup>17</sup>

<sup>16</sup> PS leaders: n=251; Question: Did the decreasing costs of AI technology (model training and operating) change your spending on gen AI?

<sup>17</sup> PS leaders: n=245; Question: What % of your future AI budget is being allocated to agents?

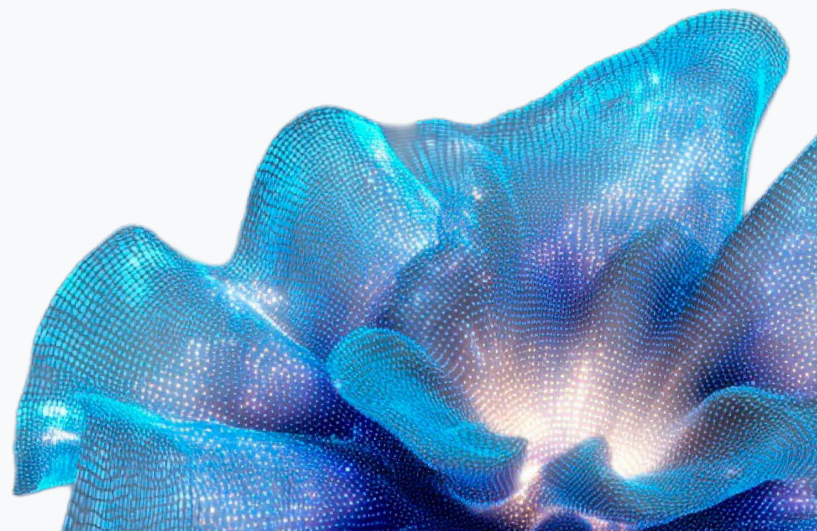
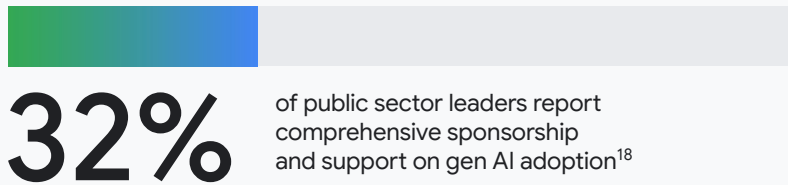




# Gen AI needs executive sponsorship

In the public sector, gen AI initiatives require deep, cross-functional collaboration between technical, security, and mission teams. It's why executive sponsorship and leadership support are critical.

With only 32% of leaders reporting comprehensive executive sponsorship and support on gen AI adoption,<sup>18</sup> sustained sponsorship is necessary to break down organizational silos, allocate the required resources, and champion the necessary change management. Continued support is expected and imperative as agencies increasingly demonstrate tangible ROI in vital areas like productivity and security.



<sup>18</sup> PS leaders: n=251; Question: How is gen AI adoption connected to your organization's business goals?



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# Your next steps

# The AI agent ROI checklist

In this new era of innovation, you can achieve tangible ROI, aligned with your core agency priorities and talent strategies.



- ✓ Learn more about [Gemini for Government](#), the new front door for the best of Google's AI-optimized, secure, and accredited commercial cloud services, our industry-leading Gemini models, and agentic solutions.
- ✓ Check out our [Public Sector AI agent gallery](#) to get inspired and identify your own use cases.
- ✓ Read [A public sector guide to delivering value from data and AI](#), which includes a five-step framework for building a solid data foundation for AI success.
- ✓ Invest in [AI skills and education programs](#) that will equip your teams to build AI agents that drive mission impact.
- ✓ Join us at [Google Cloud Next](#) in April 2026 to meet our experts, refine your agent prototype, and accelerate your mission.

Google Cloud

**DASTON**  
CORPORATION

See how  
your agency  
can realize  
ROI from AI.

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