Buyer's Guide:
AI Tools for Workflow Automation

This guide is for informational purposes only. FLC does not endorse or certify any specific vendor. Cities should evaluate tools for compliance with Florida law and local policies.

Cities across Florida are increasingly adopting AI-powered automation. The technology reduces manual workloads, accelerates service delivery, and supports operational efficiency. Whether it's automating repetitive tasks, routing service requests, or assisting staff with documentation and approvals, workflow automation platforms help governments save time, eliminate bottlenecks, and improve resident experience.

Below is an overview of three widely used automation platforms that municipalities might consider.

UiPath Public Sector

- **Core Features:** UiPath is a leading robotic process automation (RPA) and AI automation platform used extensively in government environments. Public-sector modules support document processing, case management automation, email routing, and form handling. Key capabilities include unattended bots, attended assistants for staff, automated data extraction, and AI-powered classification of documents and service requests.

- **Integrations:** Integrates with legacy systems, ERPs, cloud services, websites, databases, and line-of-business apps commonly used by municipalities. Supports API-based and UI-based automations for older systems that lack integration endpoints.

- **Municipal Considerations:** UiPath offers public-sector frameworks, FedRAMP authorizations (depending on environment), and governance controls that support auditability — important for Sunshine Law records retention.

Microsoft Power Automate + AI Builder

- **Core Features:** Part of the Microsoft Power Platform, Power Automate allows staff to build low-code workflows across Microsoft 365, email, forms, databases, cloud apps, and local systems. AI Builder adds prebuilt and custom

AI models that automate tasks such as form processing, invoice extraction, document classification, approvals, and chatbot-like decision flows. Many automations can be created by non-technical staff.

- **Integrations:** Native integrations across Microsoft 365 (Outlook, Teams, SharePoint), Dynamics, Azure, and thousands of connectors for third-party apps. Ideal for cities already standardized on Microsoft 365.

- **Municipal Considerations:** Power Automate benefits from Microsoft's government cloud environments (GCC/GCC High), which help ensure that workflow logs and AI-generated content stay within secure boundaries — similar to considerations highlighted in the Microsoft Copilot and Microsoft Translator guides.

ServiceNow Now Assist

- **Core Features:** Now Assist is ServiceNow's generative AI and automation suite built into the Now Platform. It enhances workflows across IT service management (ITSM), HR, procurement, facilities, permitting, and constituent services. Capabilities include automated case summarization, knowledge article generation, task routing, incident resolution recommendations, and end-to-end digital workflows for city operations.

- **Integrations:** Works natively with ServiceNow modules and integrates with email, HRIS systems, CRMs, IT tools, and custom APIs. Particularly strong for cities using ServiceNow as a system of record for help desks or resident service portals.

- **Municipal Considerations:** ServiceNow supports government cloud environments and provides comprehensive audit logs and role-based access — critical for Sunshine Law compliance and internal transparency standards.

When selecting a workflow automation tool, cities should consider:

- **Public Records Compliance:** Ensure automated workflows, logs, and AI-generated outputs can be exported and retained in line with Sunshine Law requirements.

- **Security & Privacy:** Confirm the availability of government-grade environments (e.g., GCC/GCC High, FedRAMP) and verify that municipal data is not used for AI model training.

- **Integration Needs:** Choose tools that connect easily with existing systems such as Microsoft 365, permitting platforms, or legacy applications.

- **Ease of Use:** Assess whether staff can build and maintain automations without heavy IT involvement, and whether governance controls are available to prevent unauthorized workflows.

- **Budget:** Review licensing models (per user, per bot, per workflow) and inquire about government pricing or bundled platform discounts.