

# INFOSYS LABORFORCE: AI-POWERED SOLUTIONS FOR STATE LABOR PROGRAMS

State Departments of Labor are under increasing pressure to deliver timely, accurate, and secure services amid rising demand, complex eligibility rules, and persistent fraud risks.

While adopting AI can be especially challenging due to limited resources and the need for strict compliance, technology platforms like Salesforce can ease the transition. With billions spent every year in research and development, Salesforce is one of the largest global software companies.

Infosys LaborForce, built on Salesforce, is purpose-designed to help labor agencies overcome these barriers. It offers a secure, scalable, and AI-powered platform that modernizes core programs while preserving policy integrity—making it easier for agencies to improve efficiency, prevent fraud, and enhance constituent service.

## Key Benefits of LaborForce AI

- Faster Claims, Lower Costs**  
 Automate processes to speed up benefit payouts and reduce manual work. *Generative AI assistants help adjudicators settle claims faster and boost productivity.*
- Smarter Fraud Detection**  
 Use machine learning to flag suspicious patterns before payments go out.  
*The U.S. Treasury used AI to prevent and recover over \$4B in fraudulent claims in one year.*
- Better Constituent Support**  
 AI chatbots and Agentforce assistants offer 24/7 help, reducing hold times and confusion.  
*Real-time guidance improves satisfaction and trust.*
- Accurate, Compliant Decisions**  
 AI applies complex rules consistently and transparently.  
*Salesforce Trust Layer ensures secure, bias-checked recommendations.*
- Boosted IT Productivity**  
 Automate coding and testing to speed up development.  
*Early adopters saw up to 40% productivity gain using AI coding assistants.*



**Infosys Laborforce**  
A complete labor solution built on  
**Salesforce**

## Protecting Your AI Investment

The Infosys LaborForce platform, built on Salesforce, is designed to protect an agency's AI investment.

### The platform:



Continuously provides AI upgrades within a secure, government-grade framework, without requiring agencies to rewrite their business logic.



Enables agencies to adopt new AI capabilities and ensures policies, workflows, and data protections remain consistent.



Separates the AI layer from the core program modules, simplifying update or swap of AI components without affecting the central system.



Minimizes the cost of change and allows the application to remain stable while the AI technology evolves.

Contact [darryl.scott@infosys.com](mailto:darryl.scott@infosys.com) to learn how your agency can leverage the AI capabilities of Infosys LaborForce to transform its Labor programs.

For more information, contact [askus@infosyspublicservices.com](mailto:askus@infosyspublicservices.com)

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