

10294 (2026) Attachment

Artificial Intelligence and Machine Learning systems deployed at Inland Revenue between 27 November 2023 to 19 March 2026					
Name	Date of Deployment	Purpose	Technology	Supplier	Contract Value
AI Futurist	21 January 2025	An AI assisted solution that allows the Inland Revenue Strategy team to explore futures thinking more efficiently through querying and summarisation of content	Generative	Futures Platform	The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Automate production Contact Centre testing	15 April 2024	Provides continuous monitoring of Contact Centre services and faster identification and diagnosis of production issues	Machine Learning	Assurity Consulting Limited	The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Financial intelligence network detection	June 2025	Links, matches and identifies multi-dimensional risks of users via operational and strategic visualisation	Machine Learning	Snowflake	The cost of the use of this AI tool is included within the overall contract for Snowflake, therefore the cost of this AI tool is not held and cannot be provided
Genesys Agent Copilot	May 2025	Creates summaries of conversations between customers and contact centre agents, as drafts of post-call notes that can be added into the customer record	Generative	Genesys and One NZ	The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Graph Entity Resolution	December 2024	Analyses and compares information held by Inland Revenue to external datasets provided by third parties to determine if records are referencing the same entity	Machine Learning	Snowflake	The cost of the use of this AI tool is included within the overall contract for Snowflake, therefore the cost of the AI tool is not held and cannot be provided
MAP	June 2025	Federated search and trace domestic and offshore corporate entities to understand ownership, control, and cross-border structures	Machine Learning	Snowflake	The cost of the use of this AI tool is included within the overall contract for Snowflake, therefore the cost of the AI tool is not held and cannot be provided
MarianMT	20 October 2024	Translating text into English language to undertake digital forensic activities	Neural machine translation	Meta	Free of charge
Microsoft 365 Copilot	25 September 2025	Chat-style interface to both the web and internal information in Microsoft 365 applications, respecting user access permissions	Generative	Microsoft	The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Microsoft 365 Copilot Agents	25 September 2025	Three pre-built agents embedded within M365 Copilot – Analyst, Researcher and Project Manager.	Agentic	Microsoft	Part of M365 Copilot licence; The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Microsoft Copilot Chat (Bing/Browser)	14 November 2024	AI-powered chat tool that helps users answer questions, find information and generate content using data from the web and Microsoft's AI models	Generative	Microsoft	Part of E5 licence; The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Microsoft Purview	November 2025	Integrated solutions for data governance, security, and regulatory compliance within Microsoft products. - Enabling Data Security Posture Management, - Copilot specific controls on content, - Insider risk management and compliance manager enabled to help identify interactions in AI.	Machine Learning	Microsoft	Part of Microsoft E5 licence; The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position

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Microsoft Teams Voice Isolation	March 2025	User option to provide voice isolation to reduce background noise and deliver clearer audio during Microsoft Teams meetings	Machine Learning	Microsoft	Part of Microsoft E5 licence; The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
NET	June 2025	Search and visualise relationships across Inland Revenue's customer graph to quickly understand how people, entities, and assets are connected	Machine Learning	Snowflake	The cost of the use of this AI tool is included within the overall contract for Snowflake, therefore the cost of the AI tool is not held and cannot be provided
Redwood Initiative stages 1-9	June 2025 to present day (staged deployment)	Transition to Oracle's Redwood to provide a modern, consistent experience across cloud applications. This is a standard enhancement of existing functionality.	Machine Learning, Automation	Oracle	The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Review of invoices for FamilyBoost claims	1 October 2024	Text recognition of invoices for early childhood education fees, to facilitate processing of FamilyBoost claims	Optical Character Recognition, Machine Learning	FAST Enterprises LLC	The cost of the use of this AI tool is included within the overall contract for FAST Enterprises LLC, therefore the cost of the AI tool is not held and cannot be provided
SharePoint Advanced Management	26 September 2025	Microsoft-native feature inside SharePoint Admin Centre. Provides governance tools for identifying and managing oversharing, content lifecycle and content access controls. Analyses site activity to detect unusual patterns.	Machine Learning	Microsoft	Part of M365. Copilot licence; The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
SharePoint Sections with Copilot	October 2025	Helps create structured sections for SharePoint pages	Agentic	Microsoft	Part of Microsoft E5 licence; The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Snowflake Cortex AI	6 March 2026 (audit outcomes dataset only)	Inland Revenue officials can ask business questions in natural language and receive direct answers from the data and AI models, without the need for coding knowledge.	Machine Learning, Natural Language Processing	Snowflake	The cost of the use of this AI tool is included within the overall contract for Snowflake, therefore the cost of this AI tool is not held and cannot be provided
Streem	1 June 2025	Media monitoring	Machine Learning, Natural Language Processing	Streem NZ Limited	\$17,970
Tableau Desktop	November 2023	A data analytics and visualisation tool for analysing and graphing performance test results	Machine Learning Natural Language Processing	Tableau Software	The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
TRM	July 2025	Blockchain analysis	Machine Learning	TRM Labs, Inc.	The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position
Viva Engage	25 September 2025	Delivers personalised content and community recommendations for internal Inland Revenue communities. Addition of AI was included with the deployment of M365 copilot.	Machine Learning	Microsoft	Part of Microsoft E5 licence; The contract value is not provided as disclosure would unreasonably prejudice the supplier's commercial position