

CLARA — Portugal's AIMA Tries AI to Clear a 400,000-Email Backlog Handled by Six Staff

AI in the Public Sector · Good practice · Portugal

Quality score: 13/100

Evidence strength: Descriptive / self-reported

Summary

Facing a mailbox of about 400,000 emails handled by only six staff, Portugal's migration agency AIMA is deploying CLARA, an AI system to auto-classify, deduplicate and draft responses to correspondence - recognised with a 2026 digital-transformation award while still in testing.

Key dimensions

Dimension	Score
Governance, capability & sustainability	1/3
Scalability beyond pilot	0/3
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	0/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-12

[AIMA - Agência para a Integração, Migrações e Asilo](#) — accessed 2026-08-12

[AIMA: AIMA distinguida com Prémio Transformação Digital 2025](#) — accessed 2026-08-12

[APDSI: A APDSI entregou os Prémios de Transformação Digital relativos a 2025](#) — accessed 2026-08-12

[The Portugal News: AIMA receives 2025 Digital Transformation Award](#) — accessed 2026-08-12

[Público: AIMA ganha prémio de transformação digital mesmo com projeto ainda em teste](#) — accessed 2026-08-12

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