

Ernst — Trelleborg's Automated Welfare Caseworker Cuts Social-Assistance Decisions From Days to Minutes

AI in the Public Sector · Good practice · Sweden

Quality score: 53/100

Evidence strength: Moderate

Summary

Trelleborg's automated caseworker 'Ernst' cut social-assistance decisions from days to under a minute; OECD found overall case time fell from 10 days to 24 hours and a vendor study reports 94% faster processing, but an audit found 250 citizens' data exposed since 2017.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-30

[Trelleborg Municipality \(Trelleborgs kommun\)](#) — accessed 2026-08-30

[European Commission AI Watch — service profile](#) — accessed 2026-08-30

[UiPath case study](#) — accessed 2026-08-30

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