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CASE STUDY · 6 MIN READ

DelftGPT: municipal AI, on the municipality's terms

How the Municipality of Delft runs core AI processing on its own servers, with access, training and human review designed in from the start.

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- The challenge
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Municipality-owned hardware
Core processing in Delft's data centre

Locally hosted AI models
Open-source models for core AI tasks

Controlled employee access
Linked to Microsoft Entra ID

People remain accountable
Outputs are reviewed before use

01 / THE CHALLENGE

Useful AI is only half the equation.

Municipal teams handle reports, correspondence, documents and meetings every day. Generative AI can help with the workload. But in public service, the way a system operates matters just as much as what it produces.

WHAT THE MUNICIPALITY NEEDS TO KNOW

How do you make AI genuinely useful without losing control?

- ✓ Where data and AI processing live
- ✓ Who is permitted to access the system
- ✓ Which information employees may use
- ✓ Who checks the final output

THE OPERATING PRINCIPLE

AI prepares. People decide.

DelftGPT supports employees with information and draft work. It does not replace professional judgement or make decisions on their behalf.

Assistance, not automation of authority

02 / THE SOLUTION

Designed around the work itself.

Arkintel and Delft built around recognisable municipal tasks rather than introducing AI for its own sake: documents to understand, information to explain and meetings to capture.

Work through documents.

Ask questions about permitted uploaded materials, get a first summary and explore information without starting from a blank page.

Read · Summarise · Explain

Move past the first draft.

Use AI to help draft, translate or clarify everyday work. Employees still check accuracy, context and suitability.

Draft · Translate · Refine

Make meetings easier to capture.

Arkintel describes transcription and draft meeting reports as part of the DelftGPT work, with employees reviewing the result before it is used.

Transcribe · Review · Report

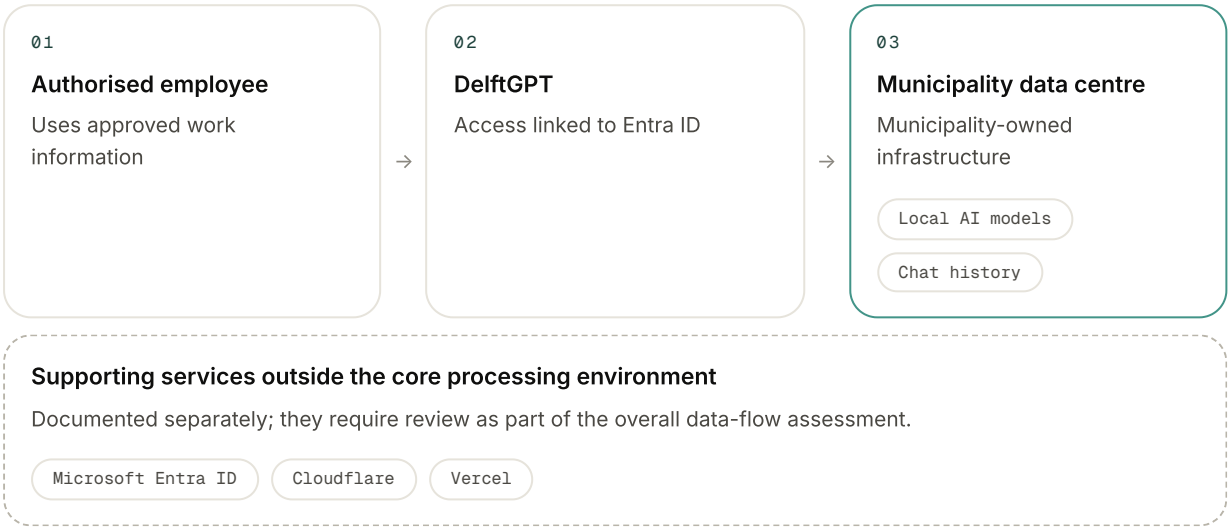
03 / ARCHITECTURE

Control starts with where AI runs.

DelftGPT's core models and chat history run on servers owned by the Municipality of Delft, in its own data centre. Staff sign in through the municipality's existing identity system.

A simplified view of the deployment

CORE AI PROCESSING PATH



Illustrative architecture, not an audited network diagram. Sources: DelftGPT Terms of Service and Arkintel's published company information.

WHAT IS DOCUMENTED

Core processing stays local.

Open-source AI models operate on the municipality's servers. The DelftGPT terms also state that chat storage occurs there and that chats are not used to train the models.

WHAT STILL NEEDS ASSESSMENT

Local AI is not the entire network.

Sign-in, secure traffic routing and frontend delivery involve external services. The full architecture, data flows, retention and security controls still matter. "Local" should not be presented as a blanket no-external-processing guarantee.

04 / GOVERNANCE

Good governance is part of the design.

Infrastructure is one control. DelftGPT also sets expectations around access, training, permitted information and human responsibility.

01 / ACCESS

Known users.

Only authorised municipal employees can access the platform through municipality-controlled account permissions.

02 / TRAINING

Prepared users.

Employees are required to complete AI training before being granted access.

03 / INFORMATION

Clear boundaries.

Platform rules prohibit submitting personal, sensitive, classified or specially protected data.

04 / RESPONSIBILITY

Human review.

Staff must check AI output and remain responsible for using it appropriately.

WHAT THE PROJECT DEMONSTRATES

A real deployment. Real constraints. Useful learning.

DelftGPT shows that generative AI can be deployed around municipal work, on municipality-owned core infrastructure, with access and usage conditions designed for the public sector.

PRACTICE BEFORE PROMISES

Live, and still being evaluated.

DelftGPT is operating for authorised municipal users, while its published terms describe the platform as being in a field-trial and evaluation phase. That is a meaningful deployment story without inventing a return-on-investment figure or promising universal suitability.

No unverified savings or adoption statistics

05 / THE TAKEAWAY

What other organisations can learn from Delft.

The transferable idea is not that every organisation needs its own data centre. It is that AI should fit the work, the risk and the operating model.

01

Start with everyday work.

Documents, drafting and meetings offer practical places to evaluate AI quality and employee usefulness.

02

Choose the right deployment.

Managed EU cloud, private cloud and on-premises deployments can support different balances of control, speed and operational responsibility.

03

Design for accountability.

Identity, information rules, training, supporting services and human review are not optional details to solve after rollout.

> **From DelftGPT to ArkOffice**
>
> DelftGPT reflects Arkintel's approach to building AI around an organisation's requirements. ArkOffice is the company's broader AI office suite, available through different deployment arrangements. The two are related by the approach, but they are not the same product or configuration.

06 / TRANSPARENCY MATTERS

Sources & context.

Public references used to ground the case study. Checked 29 October 2026.

#	Source	Where
01	DelftGPT — Terms of Service	delftgpt.com
02	Arkintel — Company & DelftGPT background	arkintel.com/about
03	Arkintel — Enterprise deployments	arkintel.com/enterprise
04	Municipality of Delft — Information & digitalisation context	delft.begrotingsapp.nl

Editorial note: this is a public-facing case-study interpretation of the available material, not a third-party security audit or a municipal performance evaluation. Diagrams are simplified. Public sources describe both a live municipal deployment and an ongoing platform evaluation; this document preserves that distinction.

NEXT STEP

Questions after reading? Talk to the team.

We can walk through the details with your security, ICT or procurement colleagues and scope a setup around your information and users.

Start a conversation →

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