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CASE STUDY · MARLUC SYNOPSIS

Futian District AI employees

IMPLEMENTED 2025–2026 · GOVERNMENT AND PUBLIC SERVICES · CHINA · BAND C · CLAIMED ONLY

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In February 2025 Futian District in Shenzhen introduced 70 DeepSeek-powered AI employees for tasks such as document processing and public service requests. The district reports faster document handling and higher accuracy, and says each assistant has a named human supervisor. A more autonomous version followed in March 2026.

ABOUT THIS SYNOPSIS

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Facts and figures are as reported by the sources listed below, which may be incomplete, self-reported or out of date. Check the original source before relying on any figure.

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI used: Generative AI assistants built on DeepSeek-R1, each with a named human supervisor; an agent version followed in 2026.

Implemented: 2025–2026. Grade: band C, Process change, Claimed only.

Headline result, as reported: 70 DeepSeek-powered 'AI employees' across 240 administrative scenarios, with 95% format accuracy in document processing, by the district's account

1 · The case

The facts, as reported by the 5 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Futian District government, Shenzhen. District government in Shenzhen, Guangdong province, China. Staff numbers for the relevant bureau are not reported in the sources opened. Canvas block: 4. Operations and process. Also 5. People and skills, 3. Customers and proposition.

Business challenge

The challenge. The district describes the aim as using large models such as DeepSeek to streamline government work processes and optimise the business environment, in the words of a deputy director at Shenzhen's government services and data management bureau.

Who implemented it

DeepSeek (Model or cloud provider): Developer of the DeepSeek-R1 model on which the 2025 AI employees were built..
In-house (In-house): Futian District government services and data management bureau: District body whose deputy head described the programme and its human-guardian arrangement..
Shenzhen Kuakua Jingling Technology Co. Ltd (Software vendor): Developed the DinTal Claw agent architecture used in the 2026 AI Intelligent Employee 2.0..
No consultancy or systems integrator is named for the 2025 deployment in the sources opened.

Technology (SEAM pillar E)

SEAM types: T6 Open-source / locally hosted models, T4 RAG / vector search over your own data, T7 AI agents. Deployment: Not reported. Vendors and products: DeepSeek, Shenzhen Kuakua Jingling Technology, DeepSeek-R1 (full-size), Futian 'AI employees' (70 assistants), AI Intelligent Employee 2.0 on the DinTal Claw framework.

Where it was built in: Embedded in localised knowledge bases for document processing, public services, emergency management and investment promotion; the 2026 version pre-examines documents at a community service centre.

What changed

Before: staff prepared and checked documents and sorted service requests by hand; a district report says customised documents took five days. After: AI employees draft and check, and a named supervisor oversees each one. The district reports minutes for customised documents. [1] [2] [3] [4] [5]

What it cost

Not reported

What it saved

District figures: document format accuracy above 95% with review time down 90% and errors below 5%; request categorisation accuracy from 70% to 95%; investment assistant efficiency up 30%; task delegation efficiency up 80% and on-time completion up 25%. Cash savings are not reported. [1] [2] [3] [4] [5]

Governance and control

By district officials' account, each assistant has a human supervisor who is held accountable, and the AI cannot make independent decisions. The district says it will monitor the 2026 agents and expand as reliability and compliance metrics are validated. No independent assessment is reported.

S2 · Accountable owner · Claimed
A district official said the supervisor of each AI employee is responsible for overseeing it and is held accountable if issues arise. [2]

A1 · Safe use · Claimed
Sixth Tone reports a district regulatory framework requiring each AI system to be monitored by a designated human supervisor to prevent errors and ensure compliance with ethical standards. [2]

A2 · Human in the loop · Claimed
An official said the AI cannot make independent decisions; the 2026 version produces review notes for staff to act on. [4] [5]

A3 · Monitoring and assurance · Claimed
For the 2026 version, authorities said they will monitor performance and expand deployments as reliability and compliance metrics are validated; no independent evaluation is reported. [5]

A4 · Vendor AI · Claimed
The vendor of the 2026 agent framework says it uses nine atomic tools designed to enhance security, controllability and auditability; no independent check is reported. [5]

A5 · Agent controls · Claimed
The 2026 agents can decompose tasks and schedule processes; the district says it will trial the first batch at community service points before expanding. [5]

A6 · Standards and regulation · Not reported
Not reported.

What worked, what did not, what is unproven

WORKED

- Faster document drafting and checking, by the district's account.
- Higher accuracy in sorting public service requests, from 70% to 95%, by the district's account.
- A named supervisor for every assistant, as described by district officials.

DID NOT

- No shortfall is reported in the sources opened; none of them reports an independent check of the figures.

UNPROVEN

- Whether the reported gains hold across all 240 scenarios and over time.
- How the 2026 agent version performs; no outcome figures for it are reported.
- Cost, staffing effects and error handling in practice.

Timeline

Feb 2025 Shenzhen's Longgang District completes integration of DeepSeek-R1 for more than 20,000 civil servants [1]

Feb 2025 Futian District introduces 70 DeepSeek-powered AI employees covering 240 administrative scenarios [1]

Mar 2025 A Futian official tells China Daily that each AI employee has a human guardian and that AI cannot make independent decisions [4]

Mar 2026 Futian releases AI Intelligent Employee 2.0, an agent version, and trials it at community-level service points [5]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: C, Process change. Proof: Claimed only. Level of change: Process change.

Process change (Level 2, band C). The 2026 agent version could extend this, but no results for it are reported.

Graded C. The district describes specific tasks redone around an AI assistant with a human supervisor, and a 2026 expansion, which points to a process change. The results are the district's own figures with no independent check, so the marker is Claimed only.

The SEAM view and lessons learnt

The notable feature is the accountability design: each AI employee has a named person responsible for it. That is a transferable idea for any larger organisation putting assistants into routine administrative work. The results rest on the district's own figures, so a reader should ask for before-and-after measures and an independent check before copying the numbers.

1. Name a responsible person for every AI assistant.
2. Publish before-and-after measures for each task, not only totals.
3. Ask for an independent check of accuracy and time claims.

Evidence

Score 1 of 4. Self-reported: the figures come from district statements relayed by Shenzhen Government Online, Sixth Tone, Global Times and China Daily; no independent evaluation is reported.

Evaluation method. Self-reported government figures: district statements relayed by official and state media; no independent evaluation.

Sources disagree. Sixth Tone dates Shenzhen's citywide launch of DeepSeek services to 16 February 2025; Shenzhen Government Online gives 18 February for Futian's 70 AI employees. Global Times says the district's statement came on a Saturday (15 February). China Daily describes the efficiency figures as the local government's own statement.

Status. Ongoing: the district released a 2.0 agent version in March 2026.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/futian-district-ai-employees

[1] Shenzhen Government Online (from Shenzhen Daily): DeepSeek-powered services accelerate smart governance
https://www.sz.gov.cn/en_szgov/news/latest/content/post_12101741.html

[2] Sixth Tone (Shanghai United Media Group, state-owned): As DeepSeek Expands, China's Cities Roll Out 'AI Public Servants'
https://www.sixthtone.com/news/1016677

[3] Global Times (state media, reporting a district statement): Humanoid robots and DeepSeek AI employees deployed in Shenzhen for intelligent grassroots governance
https://globaltimes.cn/page/202502/1328582.shtml

[4] China Daily Hong Kong edition (state media): City officials looking for DeepSeek help
https://chinadailyhk.com/article/606138

[5] Eye Shenzhen (Shenzhen Press Group): Futian unveils AI Intelligent Employee 2.0
https://www.eyeshenzhen.com/content/2026-03/13/content_31975434.htm

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