



Delivering an **Intelligent Automation service** and building a **Centre of Excellence** for success

Scott Attreed – Applications Delivery Manager

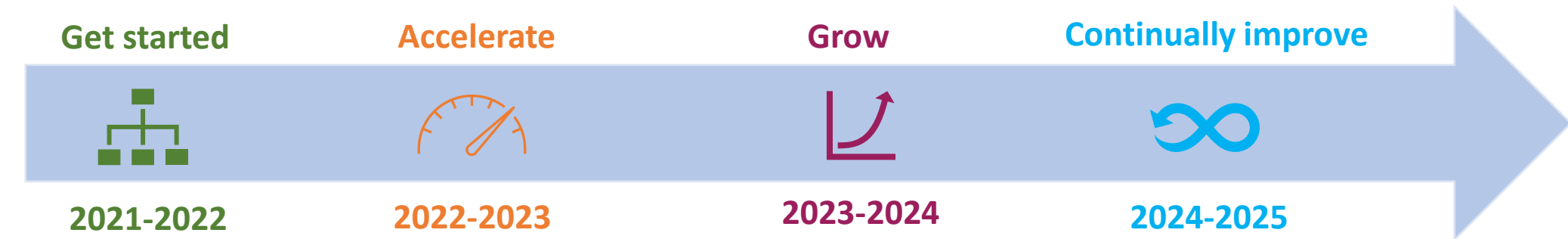
Nov 22

Agenda

1. Vision
2. Timeline
3. Service model and governance
4. Building a Centre of Excellence for Success
5. Case studies – Bots for good
6. What's next
7. Q&A

Vision

Through Intelligent Automation, utilise new and emerging technologies to empower the business to streamline operations, increase efficiency, improve productivity and lower cost



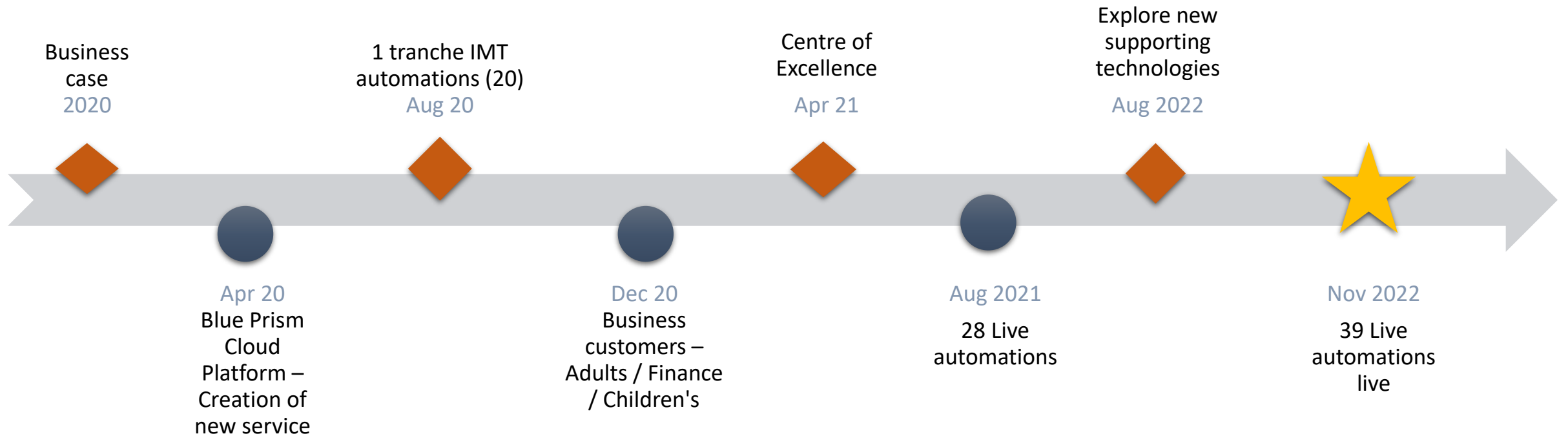
Establish the technology, team and processes to deliver the capability

Proven delivery of process automation. Exploiting the right processes and supporting the business. **Optimising development standards and repeatable/reusable components (CoE).** Learning gained from KLOB systems

Rapid growth through scaling up, continued adoption and support from the business evaluation/optimisation of **bigger opportunities – New technologies** – such as process/task mining Ai & ML

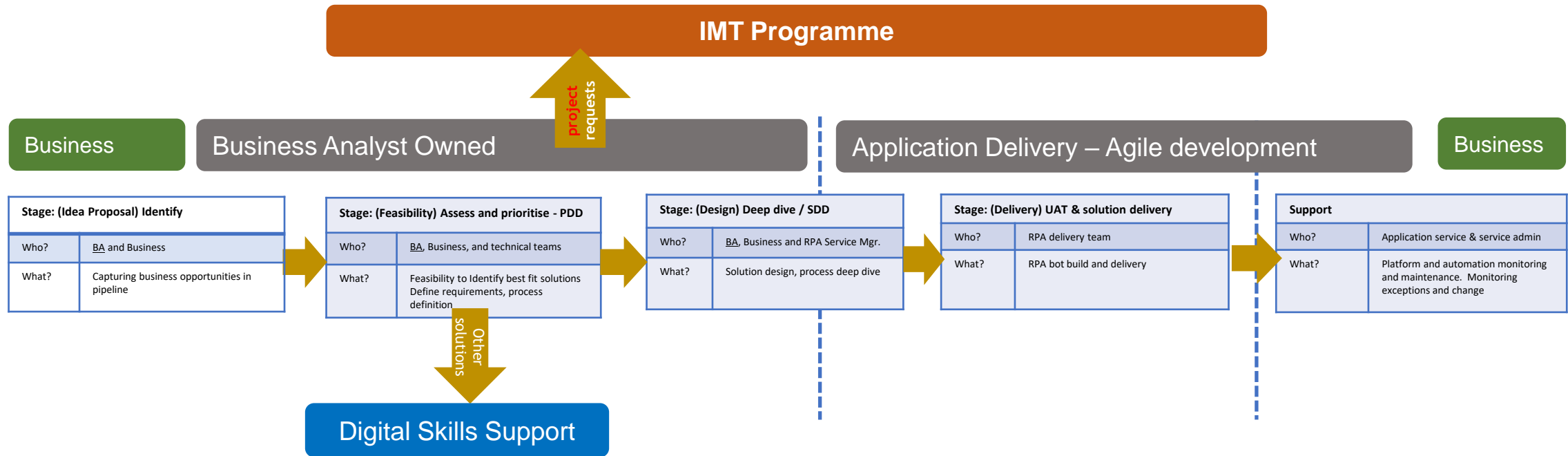
Low code platform synergy, alignment to our customer experience replacement programme. Optimising automation performance and the operating model.

Timeline



Service model & governance

A business and IMT collaboration



4 aligned departmental Business Analysts

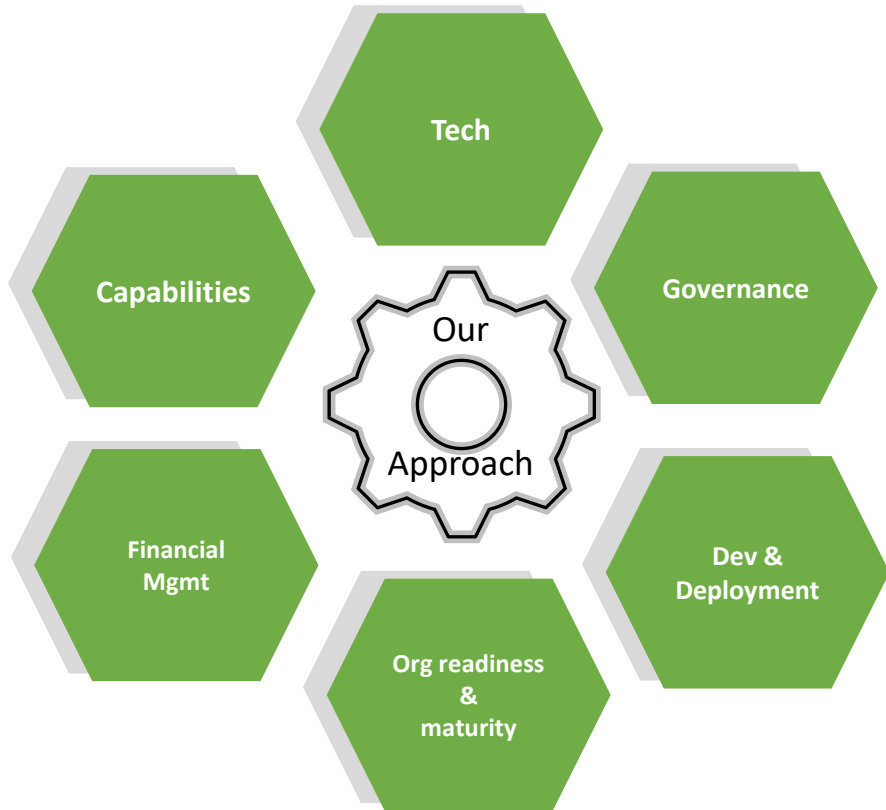


4 Hybrid analyst programmers



1 Applications Systems Manager & 1 Service Manager

Centre of Excellence



Tech

Blue Prism Cloud, Power Platform, api integrations and Soroco



Capabilities

Attended and unattended automation. Digital/technical feasibility, design, build, HITL, process mining, delivery and performance dashboard reporting



Financial

G-cloud procured approved supplier - Outcome and benefits focused, regular review of cost benefit analysis



Org readiness

Proven delivery team and engaged departments through digital BAs. Supporting customer with Agile development approach. Exploring a federated model.



Governance

IMT programme and includes business sponsorship. Well architected design and security, service desk approach to ITSM. Information (data and GDPR).






Dev/Deploy

Strong operating model and dev practices, application lifecycle management (Dev, test, production)




Lets take a look at some examples.....

Case studies – Bots for good - Adults

| | | Problem | Solution | Benefits | Savings |
|--|--|---|--|--|--|
| Records Management |  | Data retention, sync of data status between physical document and electronic record for destruction | Extraction and assessment of data, including human in the loop PowerApp – Enables physical doc destruction and electronic record update | <ul style="list-style-type: none"> • Saves time updating social care system • Quicker and out of hours processing • Capacity where recruitment not possible • GDPR compliance | <ul style="list-style-type: none"> • 8000 hours • (Approx. 9 FTE for 6 month period) |
| Ambulance referrals to Social Care system |  | Staff spending a lot of time manually entering referral data from unstructured emails | Digital worker automates email > pdf conversion > input data into Social Care system | <ul style="list-style-type: none"> • Freeing up of operational staff • Improved data quality • Works over the weekend • Improved response time • Scalable for services, i.e. police referrals | <ul style="list-style-type: none"> • Estimated 1 FTE pa |
| Las to CACI |  | Time spent manually copying data from one system to another | Digital worker automates transfer of data | <ul style="list-style-type: none"> • Significant savings from not paying 3rd party integration • Quicker response times • Improved customer perception | <ul style="list-style-type: none"> • 60k - 3rd party integration avoidance • 1.24 FTE |

Ultimately, freeing up valuable resource to focus more complex work.....

Case studies – Bots for good – Commercial Services

| | Problem | Solution | Benefits | Savings |
|--|--|--|--|---|
| Direct Payments to HMRC  | Manual update of finance payment records from EPS system to HRMC | Digital worker automates data entry to HMRC system | <ul style="list-style-type: none"> Saves time <ul style="list-style-type: none"> 20 min process down to 4 mins Data quality Cost to serve Improved team well being | <ul style="list-style-type: none"> 1500 hours pa 1 FTE pa |
| IMT licencing provision  | Manual processing of application licencing allocation | Takes approved requests and updates backend active directory / groups management | <ul style="list-style-type: none"> Free up operational staff Improved data quality Works over the weekend Improved response time Scalable for services, i.e. police referrals | <ul style="list-style-type: none"> 2 FTE pa |
| Highways Utility Searches  | Time spent manually copying data from one system to another | Digital worker to automate transfer of data | <ul style="list-style-type: none"> Significant savings from not paying 3rd party integration Quicker response times Improved customer perception | <ul style="list-style-type: none"> 2250 hours pa 1.25 FTE |

We still have lots more to do.....

What's next?



Scale at pace

Continue to grow to 50 - 100+ automations
Continue to build the Intelligent Automation team



Ai / ML and process mining

Explore opportunities with a holistic view of end to end automation – linking up customer journeys/experiences to streamline processes



Hyperautomation

Expand our product / tools portfolio



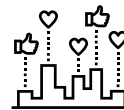
Service Led Automation

Adopt a culture of innovation/automation across business users, low code app development and desktop automations



Partners and multi agency

Working more closely with key partners from NHS, police etc– Simplified data models/access and sharing for automation



Collaborate

Build and share automations with the wider community, e.g. Blue Prism digital exchange, local Regional Government forum and GitHubx

**Thanks for listening
Any questions?**