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DWP Garage Delivery Lead

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today

1. Introduction
2. Virtual workforce solutions
3. Apps for operational users
4. Data-driven insight

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The power of 2

Innovation Culture ➕ **Delivery Focus**

= A single team mindset united by a culture of innovation.

= We focus on fast paced yet robust delivery

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Growth trajectory

2017
Cloud-scaled RPA
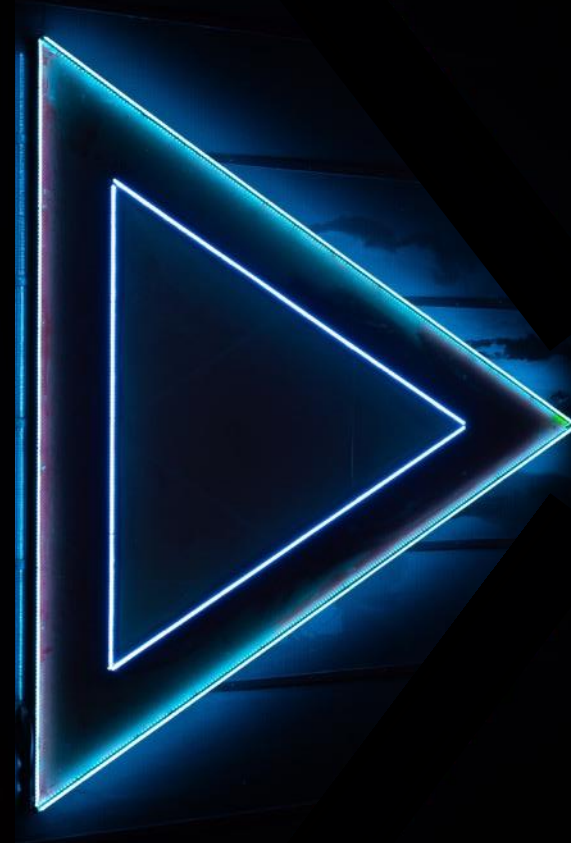
Today
Industrialized innovation factory

70+ Solutions built and deployed	**30m+** Items & cases processed
3m People hours saved	**Unlimited** Virtual workforce

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2. Virtual workforce solutions

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The process

Budgeting Loans claims were paper based, high volume, manual, and took up to **36** and longer days to process.

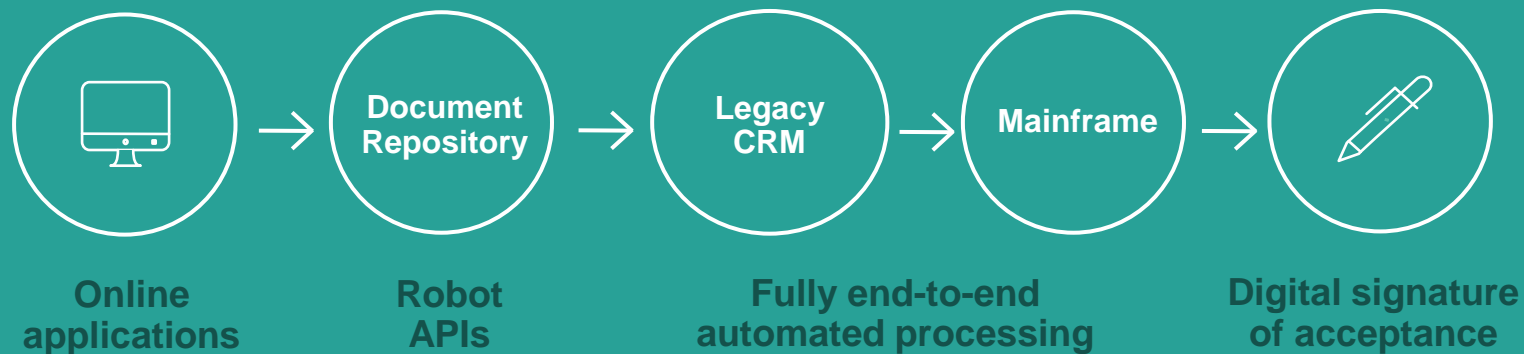Four distinct silos

Document Repository

Legacy CRM

Mainframe

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Our solution

A digital service that took **5** days to process.

Automated case processing

Online applications → **Document Repository** → **Legacy CRM** → **Mainframe** → **Digital signature of acceptance**

Online applications | Robot APIs | Fully end-to-end automated processing | Digital signature of acceptance

Plus

No changes to legacy

Event-driven & responsive to seasonal peaks

No legacy test environment or test data

12 weeks

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3. Applications built for operational users

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Bundle Builder

Context

Customers can appeal the claim amount they are awarded.

A tribunal rules on the award.

A mass of documentation takes resource and time:

- 1 per day
- 100k per year

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Outcomes

1,000+ Colleagues supported	**287k+** Digital bundles	**187k+** Operational hours saved
26 Benefit areas onboarded	**16m** Sheets of paper saved	**1,900** Trees saved

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3. Data-driven Insight

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Analysis and insight at scale

24 million

Per year

8 million

Miscellaneous aka white mail

↓

Greater risk of failing to help our most vulnerable claimants in time.

→

Detect vulnerable claimants.

And ...

Understand what claimants are writing to us about

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We will process **22k** documents a day to detect vulnerable claimants and attain insight in real-time.

Ref: AA111111A

Personal Independent Payment

Dear Jane,

My name is James and in a few weeks I will be 80 and I am in trouble with my health. About 15 years ago my spine had issues causing me pain and nerve damage. Also, slight brain damage which can affect my thought process. I can't follow simple instructions or processes so please excuse any mistake.

I have also had bad pain in my back for the last 3 years which causes my legs and arms to move about without control. I [have] fits but my doctor has found a drug that seems [to] ...

... got a little worse a few months back and it ... I struggle to walk round house now. If I go [I ne]ed to get a taxi which cost £30 round trip. [It u]sed to be tough but it can be hard.

[I a]go a friend told me about PIP which she says [in] finance.

[Ple]ase explain to me what is PIP and how to ... I already have some benefits so would [this aff]ect these?

Ca[n] you help please?

Best

James, Doe

Yes (91% confidence)

Topics discussed in the letter
Health Conditions,
Financial Hardship, Disabilities

Dear DWP,

I am writing to express my appreciation for the efforts your organization is making to address homelessness in our community. It is heartening to see how your team is working tirelessly to provide shelter, support, and resources to those who are experiencing homelessness, helping them to regain their footing and move forward.

Your organization's commitment to addressing homelessness in a holistic manner is truly admirable. By providing not just temporary shelter, but also access to job training, education, healthcare, and other essential services, you are helping those in need to rebuild their lives and find long-term

No

Topics discussed in the letter
Homelessness

Together, we [ca]n create a more just and equitable society where every[o]ne has the opportunity to thrive.

Sincerely, Jane Doe
Generated using Gen AI model in AWS

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How?

Able to "read" hand-written and typed text from documents in **real time @scale** (~22K letters per day).

Implemented Large Language Models (Gen AI) for Vulnerable claimants detection & generation of insights.

Scales to demand and only incurs cost when being used

Use of AI, model bias and security controls all reviewed and DWP approved.

Fully DWP Security approved solution

Collaboration with **Digital Channels** team

Solution **LIVE**

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