Empowering Local Government Through Automation
Hertfordshire County Council & ArvatoConnect

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Introductions - Meet The Speakers

Waqaas Munir

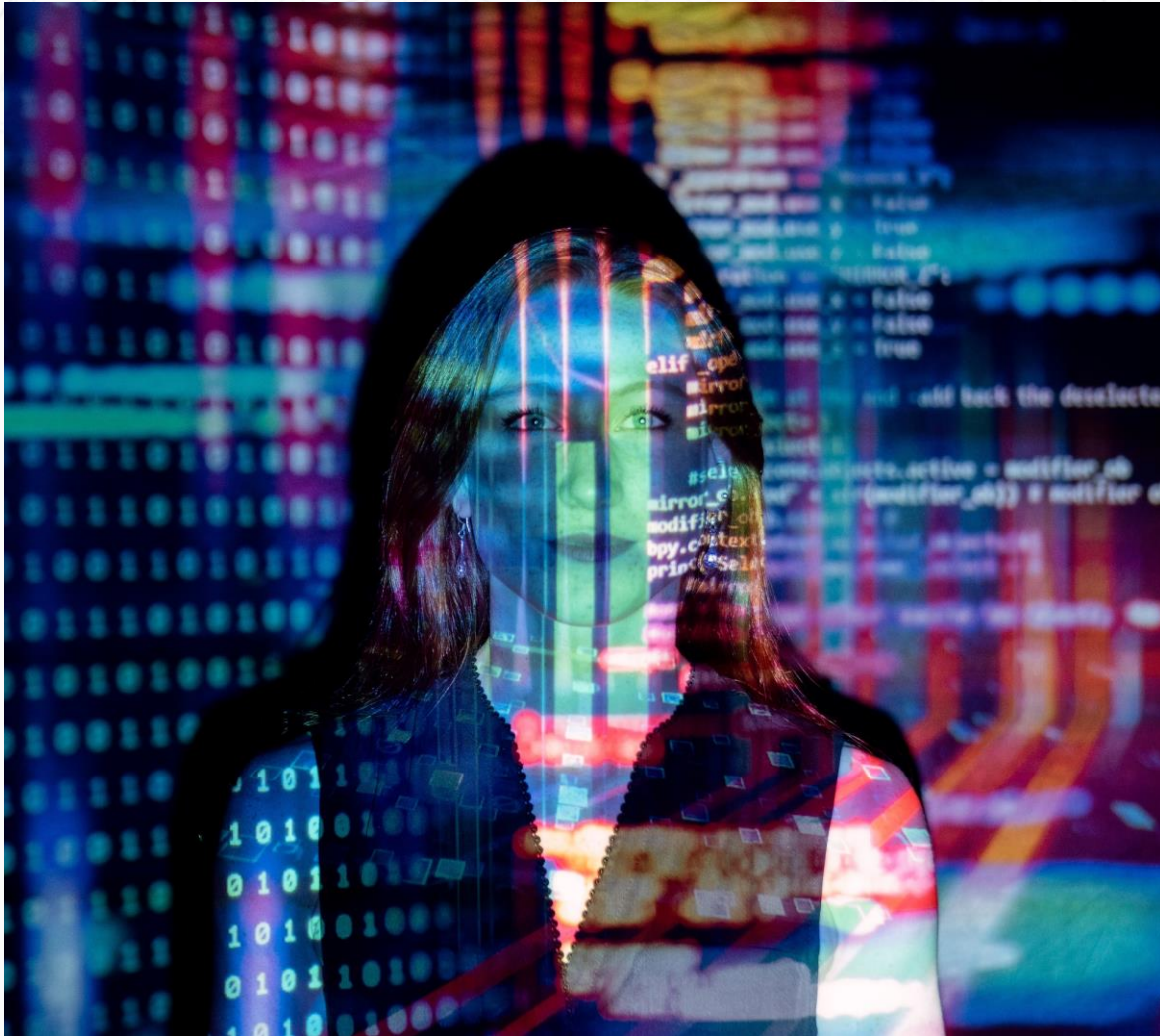Head of Financial Systems & Transactions

Mike Stewart

Head of Digital Practice

The Challenge

Streamlining processes and empowering team members

Manually processing invoices, without automation assistance, takes a vast amount of **people power**. For Hertfordshire County Council's Accounts Payable Team, this was no different.

The challenge the Council faced was the seemingly lengthy back-and-forth from mailbox to mailbox. This not only took up team members' valuable time, which could be better spent on **analysis, innovation, and ideas**, but also led to inevitable inaccuracies, further reducing the efficiency of the team.

A change was needed – and Hertfordshire County Council were eager to make it.

Why Automation?

Streamlines and automates mundane, repetitive back, middle and front office tasks across a variety of services etc so employees can focus on more strategic and creative aspects of their roles.

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Eliminate repetitive tasks

Increase accuracy

Enhance cost efficiency

Boost employee satisfaction

We partnered with ArvatoConnect following a **collaborative workshop** where they identified the best opportunities for **robotic process automation (RPA)** within our processes. The pilot they delivered for purchase order invoice processing provided an **agile, virtual workforce** that mimics human processing, streamlining labour-intensive tasks and enabling our team to focus on more impactful work while also **reducing costs and improving efficiency**.

The Collaboration

We were eager to partner with an external organisation, so that they could benefit from advanced technical capabilities, whilst implementing best practice and saving on costs

Initial engagement

Tailored solution design
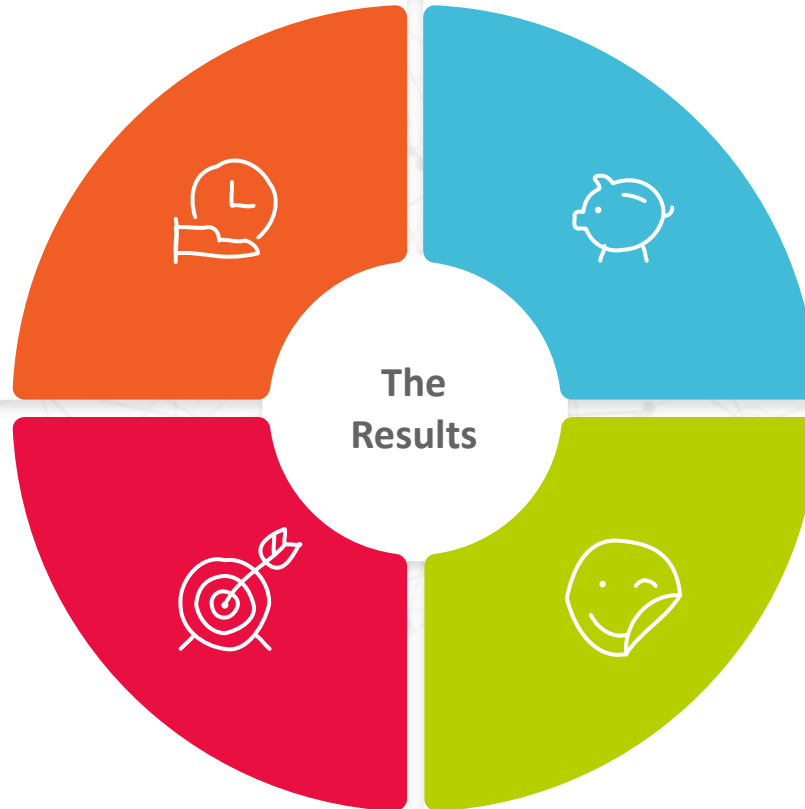
Ongoing partnership

Collaborative workshops

Implementation of pilot

The Results

The results speak for themselves

Over 2,500 hours saved per annum

£40,000 in annual cost savings

The Results

87% of invoices now processed automatically with **100% accuracy**

Employee satisfaction has improved significantly as repetitive tasks have been reduced

ArvatoConnect

The ArvatoConnect Difference

Transforming challenges into opportunities through collaboration and innovation

"The team at ArvatoConnect really understand the pressures facing local government."

Andrew Tromans, Future Council Business Re-Engineering Lead, Dudley Metropolitan Borough Council

Collaborative approach	**Tailored solutions**	**Proven track record**	**Sustainable impact**
• We work closely with clients to deeply understand their needs and challenges • Our workshops with Hertfordshire County Council identified processes that delivered the most impact through automation.	• Solutions are bespoke and aligned to specific organisational goals • Implementing RPA for Hertfordshire County Council improved accuracy to 100% and saved over 2,500 hours annually	• A trusted partner across sectors, including local and central government, retail, and automotive • Supported the Department for Transport, processing over 950,000 customer enquiries with a 94% CSAT rating.	• Delivering results that continue to benefit clients long-term. • Our managed service with Hertfordshire ensures ongoing optimisation and future automation opportunities.

Six Key Propositions That Connect Your Ecosystem

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Each proposition is powered by our ArvatoConnect Intelligence Engines to supercharge processes, reduce time and increase effectiveness as key enablers for the "human in the loop"

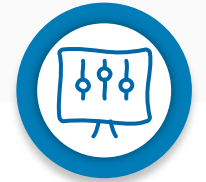| Automate	Review	Verify	Augment	Tutor	Orchestrate
Streamlines and automates repetitive back, middle and front office tasks	Surfaces inconsistent performance and opportunities for transformation	Minimises the risk of non-compliance by monitoring and checking outputs and inputs	Creates decision flows to augment Agent responses	Creation of intelligent training tools and knowledge bases	Strategic coordination and automation of digital tools, technologies, and processes

Better Outcomes

| Reduced Costs | Increased Compliance | Increased Productivity | Seamless Integration | Improved Accuracy | Better Consistency | Improved Satisfaction | Time Saved | Speed to Market | Reduced Churn |

Uncovering Insights To Drive Smarter Automation

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Bots don't just automate - they identify inefficiencies and opportunities that might otherwise go unnoticed

Spotting bottlenecks before implementing automation

Highlighting compliance risks or manual errors

Informing solution design to maximise impact

Building a foundation for sustainable process improvements

Cross-Sector Success Stories

Applying our expertise across industries and government areas

Department for Transport

- 950,000 customer enquiries handled since go-live, achieving 91% first-contact resolution and 94% CSAT
- £3.6m savings through cloud migration with a 45% reduction in ongoing costs
- 100,000 transactions managed accurately every year worth £15bn
- Transforming HR, payroll, finance and procurement operations, while providing standardised back-office services for 22,500 civil servants

Wales Air Ambulance

- For Wales Air Ambulance Charity, we digitally transformed their back-office operations for better fundraising and efficiency, including £20,000 annual savings by digitising member letters
- Time spent on adding new members to the lottery draw reduced by up to 92%
- Reduced the time the Charity's team spend on daily BACS reports by 50%

The Bigger Picture

Empowering the future of local and centra government - and beyond

1 Streamlining HR processes, such as onboarding and payroll

2 Managing citizen requests faster with automated case routing

3 Enabling smarter decision-making by integrating automation with data analytics tools

View The Full Case Study Via The QR Code Below

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"The Automation Team were genuinely interested in finding a solution that would benefit Hertfordshire County Council and supporting us on our transformation journey while making sure it would be cost-effective and practical."

Waqaas Munir, Head of Financial Systems and Transactions, Hertfordshire County Council

Thank you!