



Cabinet Office



# RPA Centre of Excellence

One year on...

**James Merrick-Potter**  
November 2018



# HISTORY

the early adopters



HM Revenue  
& Customs

Automated Delivery Centre est. 2016

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c.13,500 robots deployed across  
78+ solutions

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Processed 15 million transactions through  
robotic automation

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Use cases: Contact Centre Dashboards &  
Employer Registration



## Intelligent Automation Garage est. 2017

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“...to bring innovations together to automate many of the department’s processes and dramatically increase productivity”

Shaun Williamson  
Senior Product Owner, DWP Digital

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Use case: Personal Independence  
Payments - supporting documents





# FOUNDATIONS

creating a centre of excellence



RPA partnership w/ Capgemini August 2017

Centre of Excellence established to:

- demonstrate potential
- educate officials
- share best practice
- develop business cases

Delivery service to build RPA solutions for  
Departments

# CoE TIMELINE

2017

2018

**July 2017**  
RPA  
Supplier  
Fair

07

08

09

10

11

12

01

**August 2017**  
RPA Partnership

**October  
2017**  
CoE  
Launched

**November 2017**  
First COE  
Workshop

**April 2018**  
Automation Week @  
Cardiff, Birmingham,  
Manchester, Glasgow,  
Newcastle

02

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04

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**March 2018**  
Webinars

**June 2018**  
Civil Service Live @ Cardiff,  
Blackpool, Birmingham,  
Glasgow, Newcastle

**July 2018**  
Wednesday Morning  
Colleagues /  
Civil Service Live  
@ London

**September 2018**  
First Deployment  
Department for  
Education

**November 2018**  
AI & Automation  
Review

**PHASE 1**  
Ground works

**PHASE 2**  
Engagement, Pilots & POCs

**PHASE 3**  
Production & Scale



# ONE YEAR ON

building momentum



Live projects across a wide range of  
Departments

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Engagement with 40+ Departments and  
ALBs

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RPA Community of Interest

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Automation Week & RPA Webinars



# Lessons Learnt

## De-Risk Delivery

- Educating stakeholders about RPA
- Controlled Go Live – scale up to full automation whilst building confidence

## Engage Stakeholders

- Business / system owners
- Live service management
- Technology groups
- Suppliers / Sponsorship

## Validate Pipeline

- Choosing the right processes for RPA
- Continuous revalidation of Benefits

## Set Infrastructure and Architecture

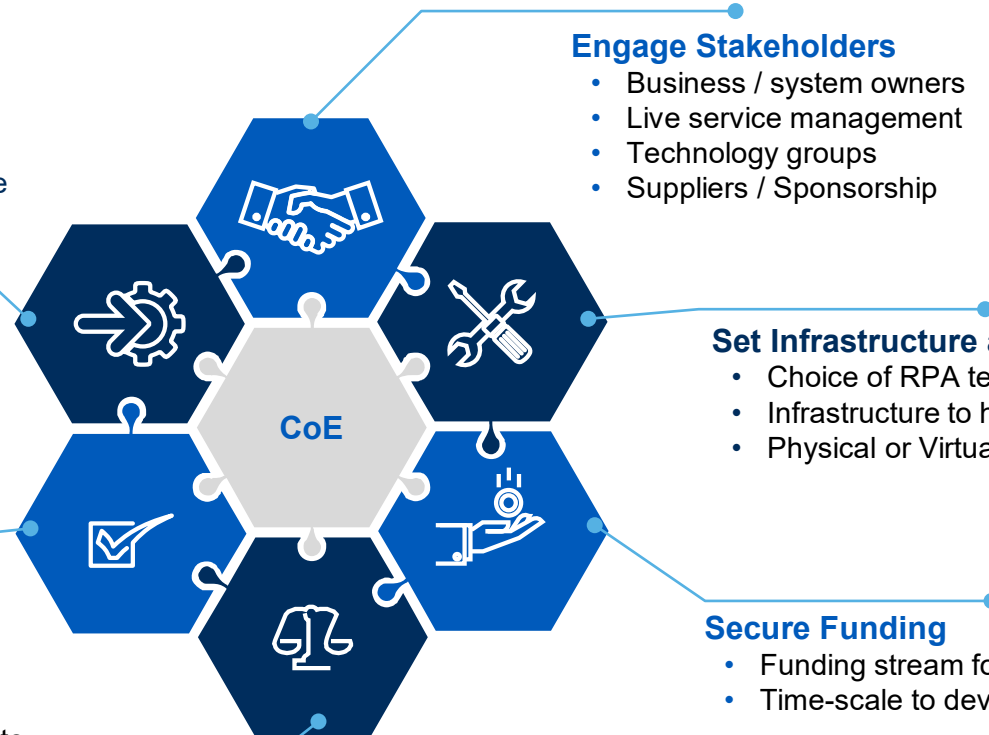
- Choice of RPA technology
- Infrastructure to house Robots.
- Physical or Virtual

## Align Pipeline to Demand

- Initial on-boarding aligned to pipeline
- Optimise delivery schedules

## Secure Funding

- Funding stream for 12-18 months
- Time-scale to develop own COE





# Government Case Studies



## Contact-Centre Dashboards



HM Revenue  
& Customs

- Robot collects information from multiple systems and creates dashboard for adviser
- For one dashboard, advisers obtain all relevant information in 10 mouse clicks, compared to 66 under the manual process
- Call times cut by up to 40%

## Customer Correspondence



Department  
for Education

- Automate logging emails into correspondence handling system
- Proof of concept built by the CoE in March;
- Could save 50% of the resource required, improve accuracy and reduce response times
- Potentially replicable across other Departments.

## PIP Appeals Bundles



Department  
for Work &  
Pensions

- Attended robot that assists PIP agents in creating bundles
- Robot downloads documents, allowing agent to quickly and easily view, sort and number documents
- Reduces manual effort required by up to 35%
- Created in only 12 weeks, including integration and live proving





# RPA Use Cases



## Operations

- Problem resolution
- Documents & Record Mgmt
- Customer Service support
- Workflow management
- CRM
- Workplace consolidation
- Fraud detection
- Form Data Capture
- Document formatting

## HR services

- On boarding
- Time & Attendance Mgmt
- Personal administration
- Benefits administration
- Compliance reporting
- Payroll
- Data entry
- Education & learning
- Recruitment

## Digital

- Installation
- FTP download/upload and backup
- File management
- Email related tasks
- Folder synchronisation
- Batch processing
- Server monitoring
- Application monitoring
- User access management

## Finance & Accounting

- Debt Management
- Claims/Invoice Mgmt
- Procure – to Pay
- Sales orders
- Order – to – cash
- Record – to – Report
- Inventory & stock Mgmt
- Fixed Assets
- Trend tracking

## Risk, Compliance & Internal Audit

- Compliance Testing
- Monitoring & Surveillance
- Controls Testing
- Quality Control
- Reporting (KPI, Regulatory Filings)

**Key**

- Explored
- ML Enabled
- Untapped



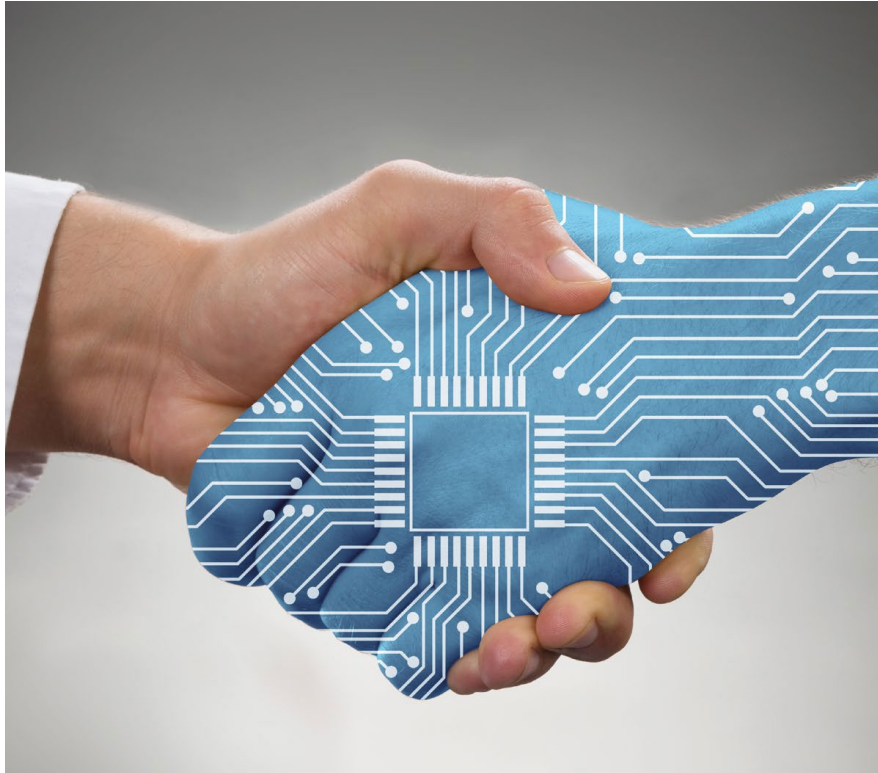
This is only the beginning...

Intelligent Automation and AI

Automation will play a key part in the transformation of the Civil Service



**FUTURE**  
where next?



## Robots and people make a great combination

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