Case Studies

ROBOTIC PROCESS AUTOMATION

IT & Digital

WHAT IS RPA ?

Robotic Process Automation (RPA) can help to reduce cost & enable us to become more efficient by automating repetitive tasks like data entry & releasing time for more complex activity.

Robots don't do things that humans do well. We need to use robots as virtual assistants to do the things that humans find difficult & free our staff up for more skilled and greater value activity.

THE BENEFITS

- Efficiency
- Improved Accuracy
- Productivity

REAL LIFE BENEFITS

1. Applications Support Technical Testing

Proactive monitoring of frontline systems to ensure they are functioning correctly following updates.
Saving £23k.

2. A leading London Council

Automated the Direct Debit exceptions processing.
Reduced effort by 76% in just a few weeks.

3. Department for Work & Pensions

Cleared 30,000 pension claims in 2 weeks. 15:1 ROI.

Department for Work & Pensions

REAL LIFE BENEFITS

4.

A London Council

Automated rent charges, a 4 minute manual process reduced to less than 40 seconds. Saving £32,000 p.a.

5.

A UK government department

Saved £2 million on a data cleansing exercise.

6.

A UK Police force

Reduced the time to process firearms certifications. So the number of applications processed increased from 8 per day to 62 per day. Plus the error rate reduced from 7% to zero.

REAL LIFE BENEFITS

7. A UK government department

One robot saved 3 FTE on the email classification and prioritisation process.

8. A UK government department

Saved equivalent of 5.4 FTEs by automating the compilation & distribution of reminder letters.

9. A UK Health Trust

Saved 560 minutes per week on HR onboarding and 716 minutes per week on incident processing in ServiceNow.

REAL LIFE BENEFITS

10.

Discharge Planning

Case Study ...

Discharge planning - Section 2

50 circa per week   **9** minutes manual process   **2** minutes Digital Worker   **78%** time saving

A Section 2 Notice to Assess requires an NHS body to notify social services of a patients likely need for community care services after discharge

Discharge planning Section 5

100 circa per week   **15** minutes manual process   **2** minutes Digital Worker   **87%** time saving

A Section 5 Notice to Discharge notifies social services of the proposed date of the patients discharge
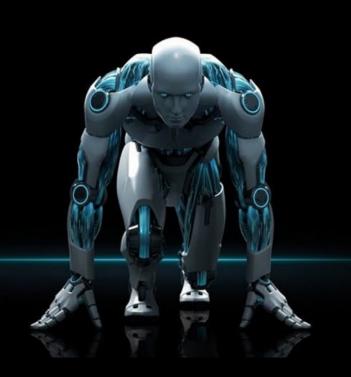
Notification of death by registrar

Next process to to work with project team to automate

THE ROYAL BOROUGH OF KINGSTON UPON THAMES

Sutton

NHS
St George's University Hospitals
NHS Foundation Trust

NHS
Epsom and St Helier
University Hospitals
NHS Trust

HOW DO WE START ?

ESCC RPA ACCELERATE PLAN

IDENTIFY	ORCHESTRATE	EVALUATE	SCALE
Identify candidate processes, establish a core offer of technology and staff with the skillsets needed	Utilise Starter Pack resources alongside our own staff to educate and enable rapid deployment.	Review implementation & benefit. Recalibrate approach as needed. Repeat.	Establish a pipeline, prioritisation mechanism and create a roadmap for ongoing use of RPA.

FURTHER PIPELINE IDEAS

- Blocked Invoices (AP)
- Controcc Billing (AR)
- Client Monitoring Reporting (ASC Finance)
- Uploading actuals into Controcc for DPS Services (Controcc Payments)
- Authorising Nursing & Residential Schedules (Controcc Payments)
- Retrospective changes to CPLIs (Controcc Payments)
- Receiving & paying Provider invoices (Controcc Payments)
- Hours claims processing (Employee Services)
- Travel claims (Employee Services)
- Schools & Academy personnel reports (Employee Services)
- Query handling (Employee Services)
- LAS Client commitment (Finance)
- Client movements (Finance)
- LAC Reconciliation (Finance)
- UASC Reconciliation (Finance)
- Direct Debit payment method (IA)

- Clearing general ledger codes (IA)
- Non POs parked (P2P)
- Statements received from customers (P2P)
- Property invoices (P2P)
- Invoices received in Team Inbox (P2P)
- Invoice Plans (P2P)
- Integration with Fire Watch (Payroll)
- Academy costing reports (Payroll)
- DBS Mailbox (Bus Ops)
- Starter forms for schools (Bus Ops)
- Schools Monthly Finance Reports (Schools Finance)
- Library Banking Journals (Service Finance)
- BMT Processes (Service Finance)
- GR/IR Report (Service Finance)

ACTIONS

- Establish foundation technology

- Implement exemplar automations

- Review & produce case studies to socialise potential

- Reflect on needs emerging from department Recovery Plans

- Use Programme to establish a formal Pipeline of potential automations and prioritisation mechanism