

# RPA

## The questions to ask and best practice to adopt

This Q&A will consider the pros and cons of RPA as a means of promoting rapid process improvement. We'll also suggest the questions you might wish to ask as you consider your project.

# Introducing your presenters



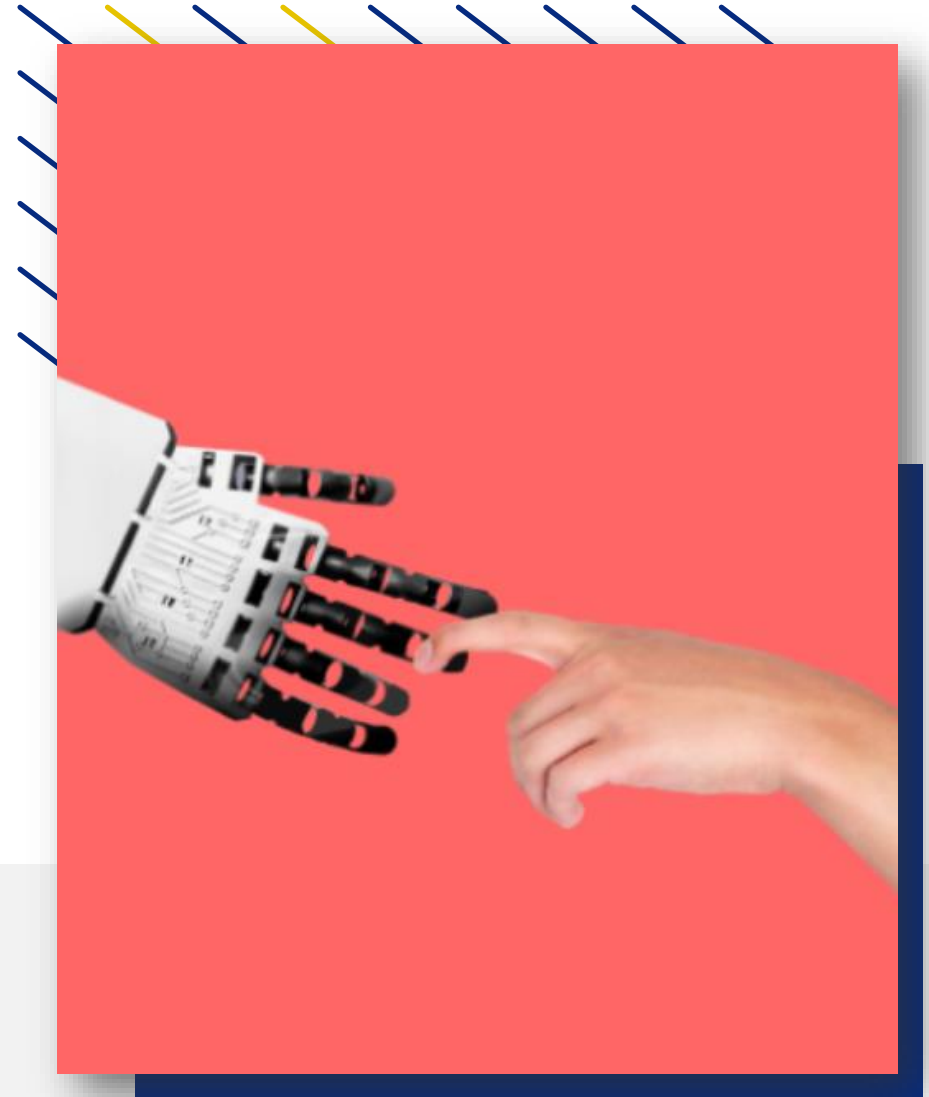
**Richard Billington**  
Chief Technology Officer  
Netcall



**Simon Pike**  
Market Solution Specialist  
Netcall

## Q: Just what is RPA and how does it help councils?

- Robotic process automation (RPA) refers to software that's deployed as digital workers which are programmed to automate routine processes and perform repetitive tasks
- RPA bots have the ability to launch and operate other software and may also use artificial intelligence (AI).



# Q: Where do you see RPA having the biggest impact within Councils?

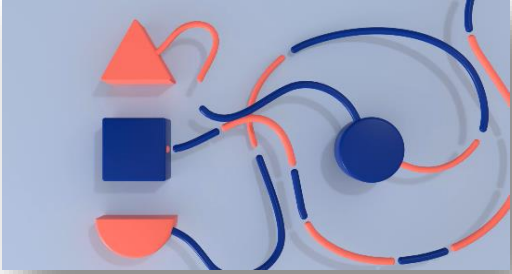
Back office processing

Integration

Data mining and patterns

### Unattended

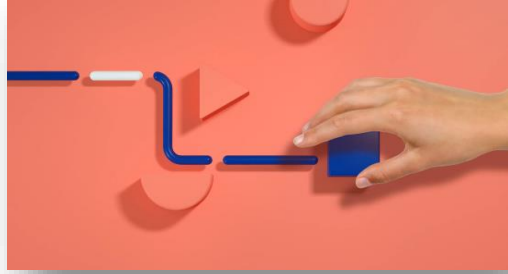
Suited for automating back-office processes without human intervention



The diagram shows a complex network of blue and red lines connecting various geometric shapes (triangles, squares, circles) on a light blue background, representing an automated, unattended process flow.

### Attended

Supporting human operators (e.g. in call centres) freeing them up to deliver better service



The diagram shows a hand interacting with a blue square on a red background, with blue lines representing a process flow that involves human intervention.

Front-office activities

Human in the loop

Real-time agent support

# Pros and cons of RPA

## Benefits

Performing repetitive tasks over and over again,

- at speed
- with total accuracy 24/7.

- High volume **routine tasks**
- Freeing up employees
- Reducing errors
- Can do more than one task

## Cautions

RPA alone will not enable digital transformation.

Redesign is essential to ensure continuous future flexible improvements.

- Solution or sticking plaster?
- Needs a **planned implementation**
- Is your process accurate ? Or will you magnify errors by **doing wrong things faster**
- Every bots needs **maintenance**

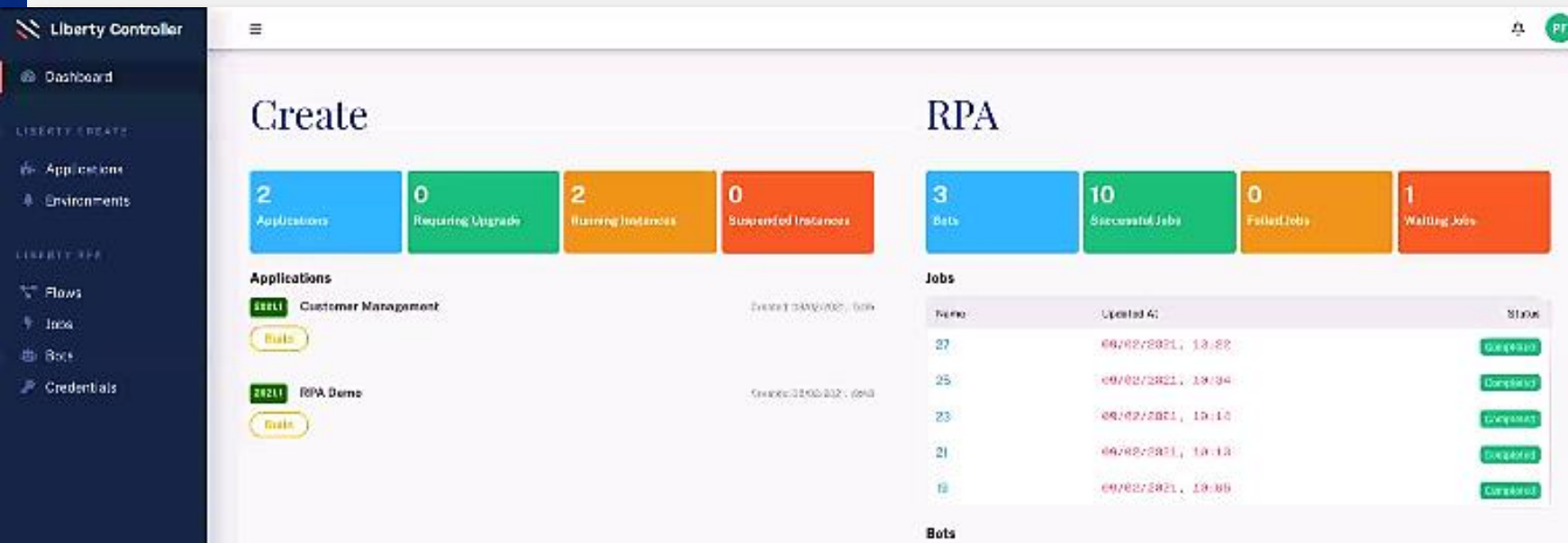
## Questions to ask yourself

**Assess your digital transformation journey.**

Plan to update processes first, then automate.

- Are we just doing a lift and shift; or do we have the **transformation buy-in**?
- Have we assessed **any risks**?
- Do we have subject matter expert support for **quality checking**?
- Who will **build and maintain**?

# Q: What questions should a Council ask any RPA supplier?



**Automation:** is this coding or drag-and-drop?

**Custom code:** can I custom code and is it a well-known code e.g. Python?

**Roll-out:** who can do the build? Must they be developers?

**Flexibility:** if my process changes, are updates fast, easy and free?

**Intelligence:** can the bot work alongside Ai/ML?

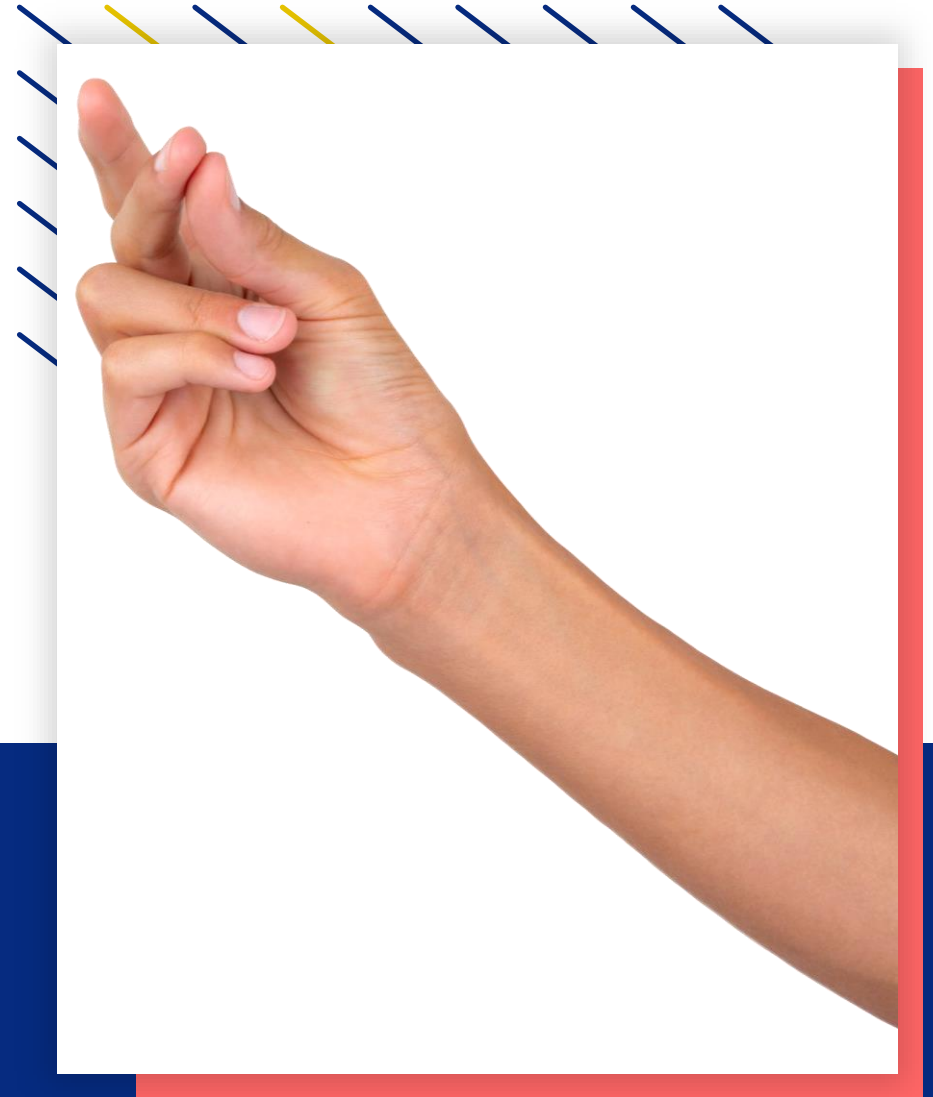
**Maximise value:** can I use one bot for many processes?

**We need hyper-automation:** it is important that we can speed-up outcomes by automating both the mundane processes and the total process flow.

Can I combine these bots with other tech such as low-code?

## Q: What advice to customers embarking on RPA projects?

1. **Start small; act fast:** choose a small process and quickly reveal the value, as you grow your confidence
2. **Have a champion:** when the business case owner is the champion, you will see amazing returns, fast!
3. **Involve IT from the start:** get their buy-in early, they will need to support the physical environment.



We can help

[hello@netcall.com](mailto:hello@netcall.com)

0330 333 6100

or chat with us on our website

[www.netcall.com](http://www.netcall.com)