

Welcome



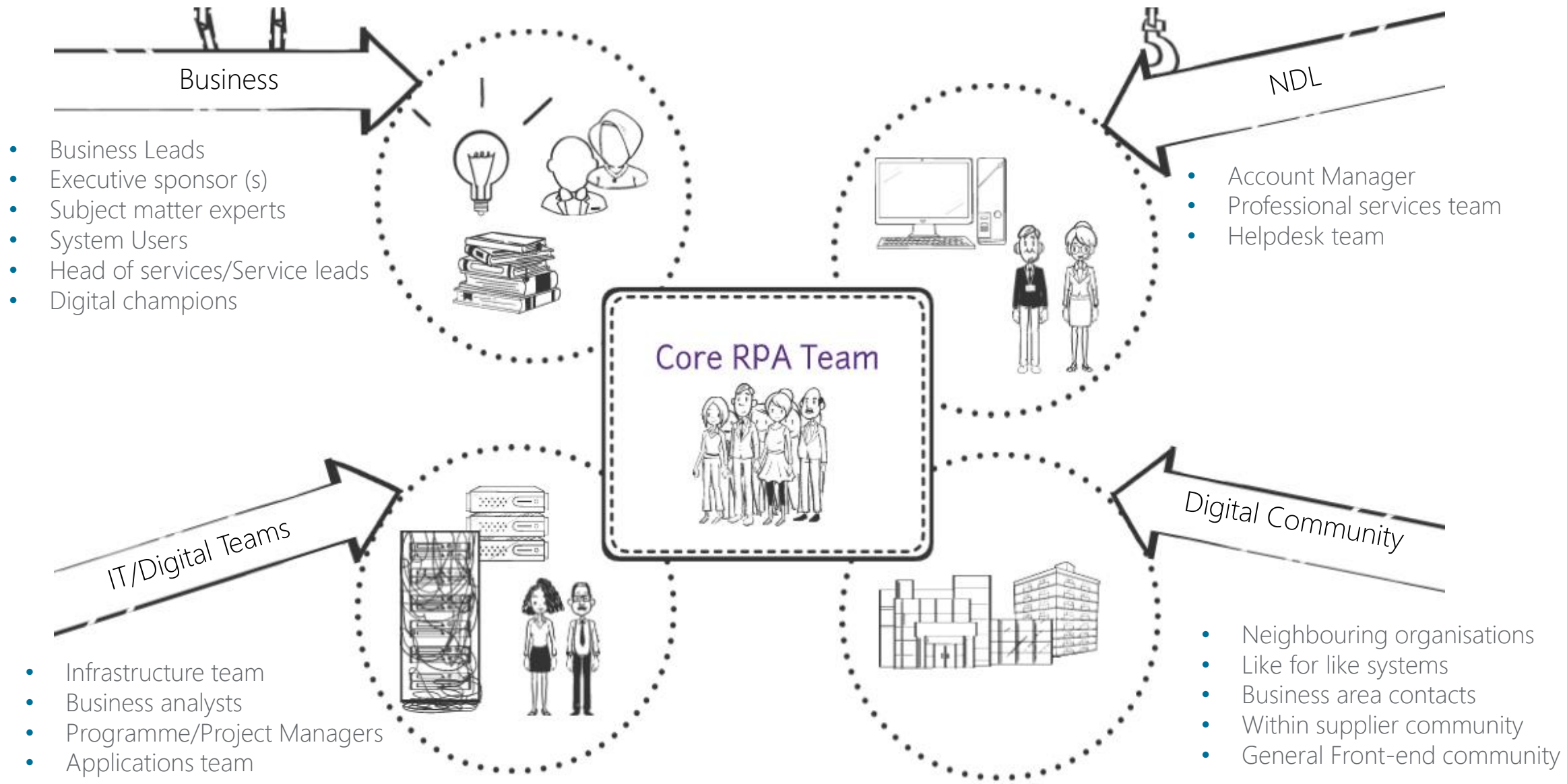
RPA Best Practice

Navigating the Path to Success in the Public Sector



Our Objectives

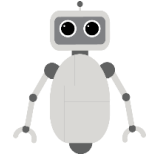
- Demonstrate the benefits, power, and scalability of RPA
- Share how other Councils have used NDL technologies overcome challenges
- Discuss how to change perception around RPA and IA within the future of the modern workforce
- Identify the ROI calculation for your real-life challenges
- Provide exercises to take back to your organisation to help educate on RPA
- Create a fun, interactive and collaborative session!



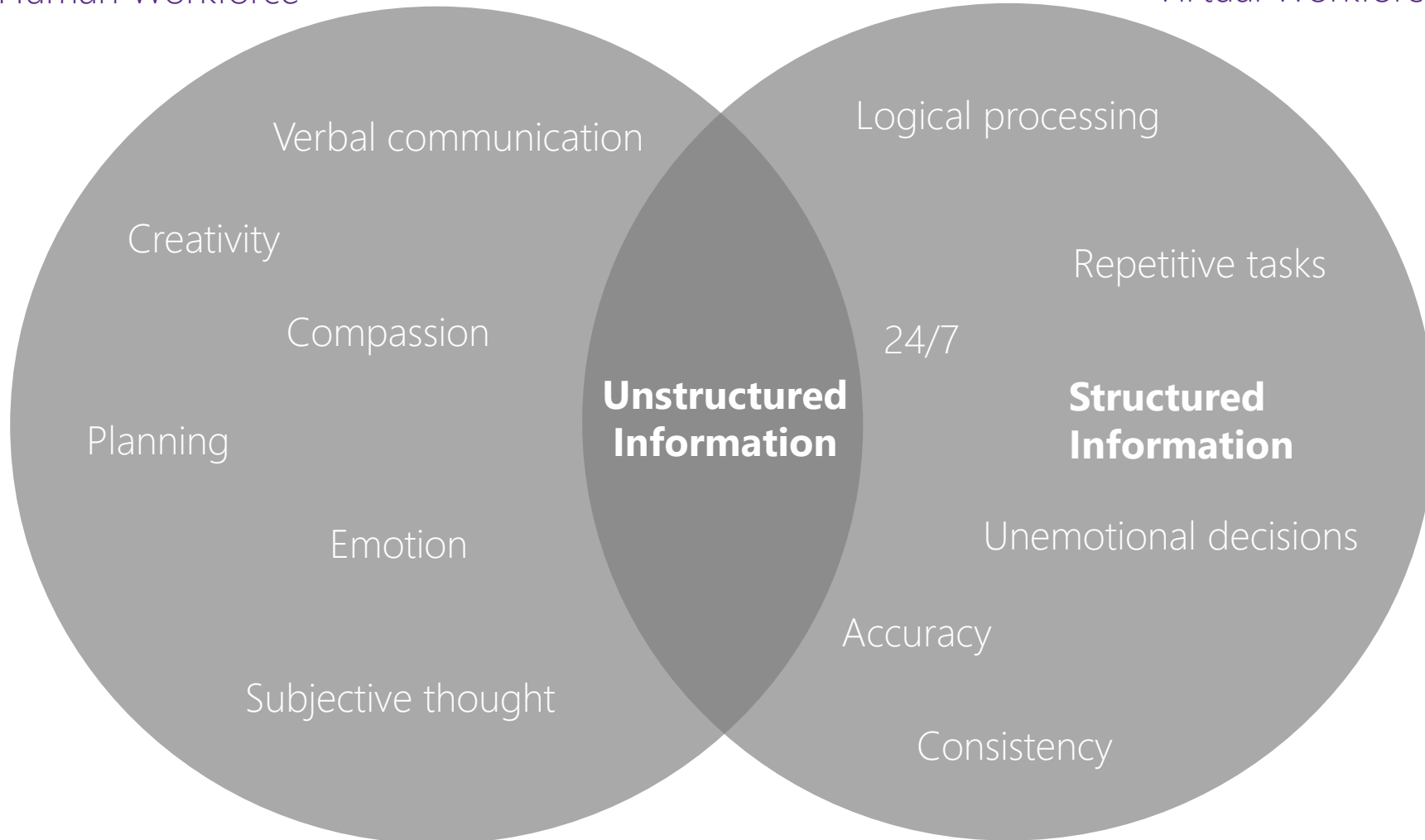
Key roles within an organisation



Human Workforce



Virtual Workforce



Beat the Bot



Beat the Bot Video

Rekey the information below into the e-Form provided

Full Name: John Smith

Organisation name: NDL Software Ltd

Course title: SX Developer Foundation

Course delivered by: Declan Malone

Email: johnsmith@gmail.com

Work contact number: 0207 434 2432

Start date of course: 24/10/2023

Set up to your requirements: Very good

Adequate for the training: Very good

Skills of presenter: Very good

Quality of presentation: Very good

Value of information: Very good

Did the training session meet your objectives: Yes

Did you find the training of value to you and your organisation: Yes

Would you recommend the training course to others?: Yes

Who would you recommend it to?: Anyone

Further comments/recommendations: Great course



What is Robotic Process Automation (RPA)?

- Software robots execute rules based tasks
- Bots 'drive' the user interface of a system
- Can be used at scale
- Alongside user or not (Attended or Unattended)

RPA Bots in action

Video of Portsmouth Migration

What a Bot CAN do...

- **Automate repetitive tasks**
- Follow pre-programmed rules & logic
 - Follow complex workflows
- **Work quicker** than a human
- **Work more accurately** than a human
- Drive any system
- Work 24/7
- Scale up and scale down



What a Bot CANNOT do...

- **Think for itself**
- Learn
- Handle **unique scenarios**
- No interpersonal skills
- Problem solve
- Fix bad processes (without process refinement)
- **Speed up systems**



How can RPA be used?



Process Automation



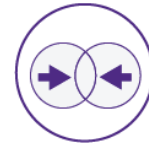
Migration



Synchronisation



Extraction

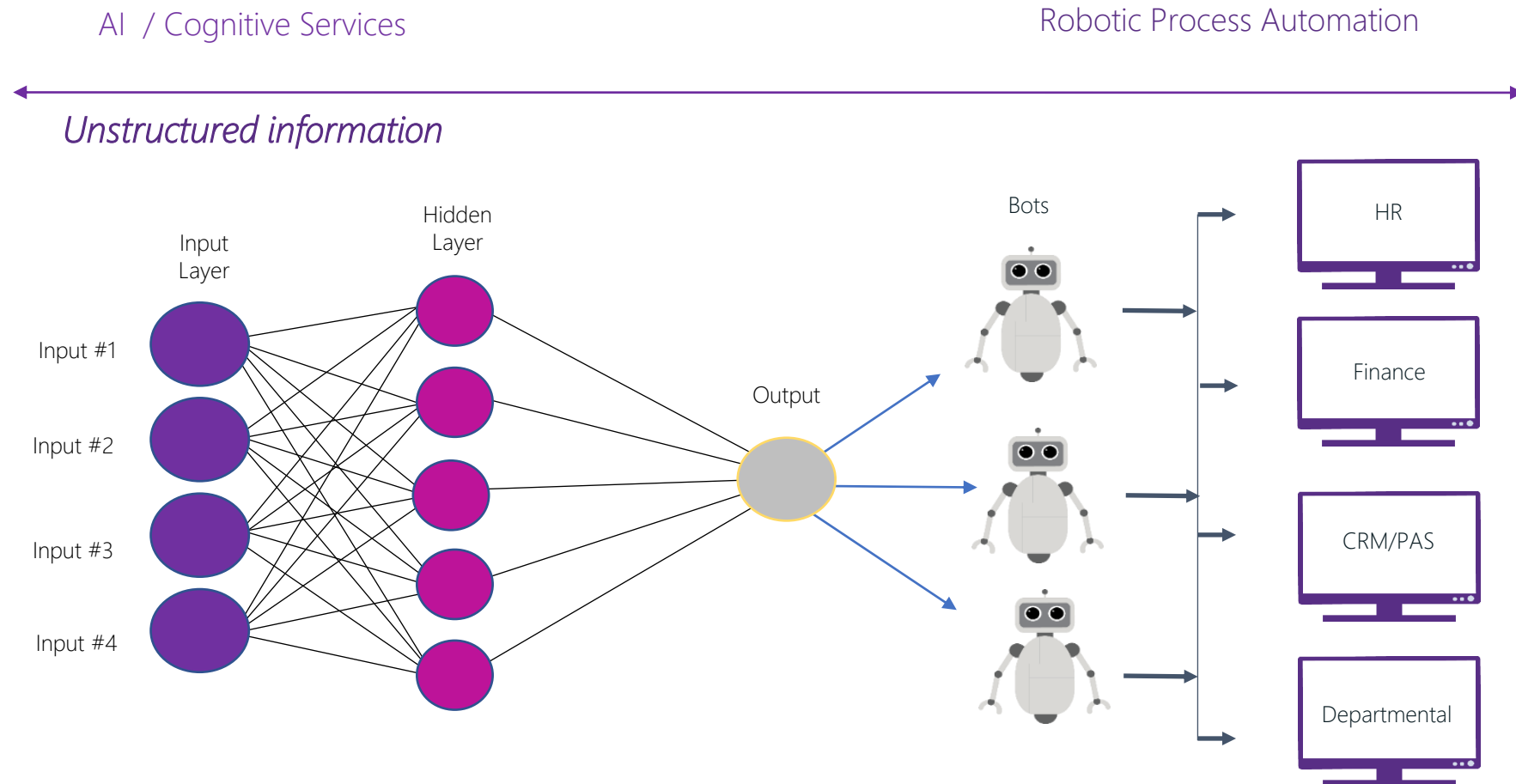


Data Integration



Intelligent Automation

What is Intelligent Automation (IA)?



Invoice reader slide - video

Moray Council

End-to-End Housing Repairs: Putting Residents First

- Response times below national average
- Improved efficiency
- Financial savings
- Environmental benefits



Warwickshire County Council

End-to End Home Visits: Supporting Independent Living

- Faster accessibility fittings for residents with additional needs seeking independence
- Time savings of up to 50% for both Occupational Therapists and residents
- Eradicate data rekeying
- Improved accuracy and data quality

Norwich City Council

Providing “Breathing Space” Debt Relief

- Fast deployment of Breathing Space scheme
- Time saving of approximately 425 working days
- Reduced negative financial impacts on residents
- Improved accuracy and data quality
- Unified inter-departmental data and information



Swindon Borough Council

Free School Meals Automation

- Application turnaround time for parents and carers reduced by 66%
- 98% increase in efficiency when processing data using RPA
- Effective management of a consistently high volume of applications
- Increased safeguarding of sensitive information
- Reduction in data error

Large Scale
Document
Migrations



Liverpool
City Council



Cheshire West
and Chester



**BOROUGH OF
BROXBOURNE**



CYNGOR BWRDEISTREF SIROL
COUNTY BOROUGH COUNCIL



GOSPORT
BOROUGH COUNCIL

wyre
council



Shropshire
Council



Portsmouth
CITY COUNCIL



Art of the Possible

- Adult and children
- Abandoned vehicles
- Anti Social behaviour
- Bailiff Data
- BC Inspections
- BC Records Updates
- Benefit Claims
- Bin ordering / Exchange
- Bulk Waste Collection
- Care & Education System
- Carriage & Footway Faults
- Circumstance Variances
- Community Protection Forms
- Community Services
- Crew Complaints
- Dog Fouling Reports
- Drainage
- Noise & Nuisance
- Fix-My-Street
- Flagging Children In Care
- Fly Posting
- Fly Tipping Reports
- Food Services
- Graffiti
- Garden Waste Services
- Government reporting
- Grants
- Grounds Maintenance
- Health & Safety
- Highways Enforcement
- Housing Applications
- Housing Enforcement
- Icy Roads
- Invoicing / payments
- Licencing
- Leisure Bookings
- Litter Bins
- Lost and Damaged Bins
- Missed Bins
- Nuisance Vehicles
- Parking Fine Payments
- Parking Permits
- Personal Licences
- Pests
- Planning Applications
- Pollution Reports
- Pot Holes
- Public Health Hazards
- Recycling Requests
- Rent Reviews
- Repairs
- Revs & Bens Enquiries
- Road Traffic Accidents
- Single Person Discounts
- Stray Dogs / Cats
- Street Cleaning
- Street Lighting
- Street Wardens
- Trees
- Taxi Licencing

Still spending time
re-keying data in
your organisation?

Find out how NDL can help you today



Art of the Possible

Social Services

Free School Meals
Referrals

Revenue and Benefits

Environmental

Highways

Planning

Planning Permission
Planning Comments
Building Control
Regulations

Licencing

Temporary Events
Gambling
Alcohol & Entertainment

Achieving a return on your investment

Identify a first-class process!

Savings vs Complexity

Questions

- On average how many transactions need to be processed each day?
- How critical is the data for compliance?
- How long does it take to manually key/re-key the data into the back – office systems?

Is it worth further investigation?

Basic Information	Process/Application
1. Process Name	Updates to Department of Education
2. On average how many transactions need to be processed each day?	50
3. How critical is the data for compliance? (1-Critical, 2-Average, 3-Not)	1
4. How useful is the data for analysis? (1-Valuable, 2-Average, 3-Not)	1
5. Is it currently input into a back-office system? (1=yes 2-sometimes 3-never)	1
6. If not currently automating data input in Q5, would you like to?	yes
7. What are the potential consequences if the data is not recorded? (1-Severe risk, 2-Medium, 3-low). Severe risk is categorised as potential harm to patients or staff or liability for the staff or the organisation.	2
8. How many back-office systems is the data needed in? (ie the data needs to be entered more than once)	2
9. How long does it take to manually key/re-key the data into the back-office system(s) in minutes? – Please use the total time across all systems	10
10. Is there a financial penalty or reward based on the data being recorded?	yes
Additional Benefits / Other Comments:	

1.	Insert answer to Q2 below
	50
2.	Insert answer to Q9 below
X	10
=	500 (minutes saved per day)
3.	multiply by 5
=	2500
4.	multiply by 43
=	107500
5.	Divide this by 60
=	1792 (converts to hours)
6.	Divide this by 7.5
~	239 (working days saved per year)

Notes:

It is also relevant to look at any weighting factors. These are demonstrated in the answers to Q3, Q4, Q7 and Q10.

Where to start?

Readiness

- Which technology is the right tool?
- Do you truly understand your challenges and processes with clear priorities?

ROI

- Have a strategic pipeline of processes to drive the ROI you need!
- What drivers kickstart your RPA journey?



Mini ROI workshop

- Break out rooms
- Run a few processes through the calculator
- Have some prepared earlier
- Get Hannah and Connor involved to help facilitate conversation in each room

Some ideas... How much time can we save?!

- Benefit claims
- Single person discounts
- eForm integration
- Revs and Bens Enquires
- HR starters, leavers, movers
- Free school Meals
- Migration from system to system
- National Living wage increase
- Tell us once
- Data cleansing
- Attaching PDFs, case notes to CRM
- Council tax DD set up
- Housing applications
- Responsive repairs
- Benefit claims
- Grants
- National Reporting
- Invoicing
- Bulk waste collection
- Missed bins automation
- Abandoned vehicle
- Food services (inspections)
- Pest control
- Parking permits
- Blue badge
- Fly tipping reports
- Synchronising systems

Discussion on ROI

- Bring everyone back together
- Each room showcase process with biggest saving

Showcase the path to success

- What steps are actually involved
- Visual representation

NDL | Evolve



NDL | Flow



NDL | Connect



NDL | Automate



NDL | Digitise





NDL | Evolve
Digital Transformation Platform

What would you like?

- Product demos
- Inspiration sessions- Learn and replicate other council success
- ROI workshops