blueprism®

How Governments Can Better Serve Through Intelligent Automation

MODERNIZE PROCESSES WITH
NEW TECHNOLOGIES TO ENHANCE
PUBLIC SECTOR CULTURE

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Introduction

Government agencies face many challenges, including the pressure to modernize and improve citizen services, accommodate tight budgets and support increasing workloads. These problems are intensified by recruitment and retention challenges brought on by the decreasing desire to join the government workforce due to its overall legacy environment.

Despite these issues, citizens expect the same fast and personalized service from the public sector as they get from online retailers and commercial service providers. In search of an innovative solution, agencies are looking to new technologies. **Intelligent automation** (IA) uses digital workers to help government agencies securely do more with less while staying compliant and expediting the government's need to transform.

However, as agencies start to consider artificial intelligence (AI), machine learning (ML) and other leading-edge technologies, they are hesitant because of the perception that these new approaches—and how they integrate with legacy systems—is complex.

This e-book will show how organizations in the public sector use intelligent automation and AI-powered **digital workers** to optimize citizen services while saving employees time.

What is Intelligent Automation?

Blue Prism IA is a business-developed, no-code automation that pushes the boundaries of robotic process automation (RPA) to deliver value across any business process in a public sector organization. While RPA can solve small-scale operational problems, such as back-office administrative tasks, the addition of IA adds cognitive capabilities. It also enables the ability to scale automated processes and the digital workforce across an entire government agency, ultimately transforming how it serves citizens.

What is a digital worker?

Blue Prism digital workers are intelligent, super-organized multi-taskers who work within your existing systems and applications. They can be trained just like human workers, and they go beyond mimicking human capabilities by continuing to learn from humans and systems. In addition to the tasks they accomplish, your digital workers increase efficiency across your business processes by working 24/7 without making mistakes or needing a break. So, a hybrid workforce, one in which humans and digital workers work together, can produce results of exponential value in a more efficient and secure manner.

Building and scaling an intelligent automation program

To support the complex and challenging demands of the public sector, governments focus on identifying and developing automations for highly repetitive, manual tasks. Once your agency has successfully launched an automation, the reusable nature of it allows you to scale with ease, and the potential for use cases is endless.

Blue Prism makes it easier for your agency to develop an IA program by providing instant access to an already AI-equipped digital workforce. A single license gets you the tools you need to build and delegate automations, and you never have to start from scratch because you have access to our **Blue Prism Digital Exchange**. Blue Prism's Digital Exchange has the components you need to expand your intelligent automations immediately. The access you gain to more than 2,000 automation components comes without the need to hire and train additional resources or source advanced technologies.

Benefits of Intelligent Automation for the Public Sector

Automation helps public sector organizations deliver services faster to constituents, improving citizen trust and engagement. Both technical and non-technical government employees can harness and conduct automation initiatives by identifying cumbersome, routine tasks as opportunities for Blue Prism digital workers. With repetitive tasks taken care of, public sector employees can focus their energy back to the people.

Benefits for the workforce

IA helps your workplace and workforce evolve by leveraging the latest and greatest technologies, even if your agency is running on legacy systems. With IA, organizations in the public sector access a gateway to taking advantage of the power of AI, ML and other new and innovative technologies, propelling government agencies into modernized and streamlined environments. Not only does it give you the chance to future-proof areas of your agency, but it also presents an opportunity to stand out as a leader among leaders.

Benefits for the Public Sector and its citizens

There are many ways IA adds value to organizations in the public sector and the citizens, including:

- Improving citizen satisfaction by delivering higher quality services faster and with more consistency
- Transforming and leveraging shared services to scale seamlessly
- Optimizing Public Sector recruitment and retention by reducing the number of manual daily actions required and freeing employees to focus on higher-value work
- Increasing data security for governments and citizens with digital workers that have full, immutable audit trails
- Establishing organizational agility and resilience by continuing to achieve missions while driving down the cost
- Providing transparency to citizens

The next few chapters explore how government agencies leading the charge of IA adoption are accelerating and improving citizen services while taking the pressure off employees

blueprism | **viadonau**

Blue Prism Digital Workers Make Quarterly Reporting Easy at viadonau

Business Impact

93%	120 hours per year	15x
Digital workers have reduced processing time	Back to the business with 2,200+ potential	Reports generated faster

Certified Partner

REPLY LEADVISE

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Citizens across Europe enjoy the beauty and bounty of the Danube River. Austrians are dedicated to the river's conservation and also to its development. In fact, viadonau, a subsidiary of the Austrian Ministry of Transport, was created oversee this important work. And like any organization, viadonau wants to maximize operational efficiency and employee productivity. What is the best way to do this? Deploy intelligent automation.

Challenge

Time-consuming and routine tasks are generally not the favorite part of anyone's day. viadonau understands this and wants to free employees to engage in more value-added tasks. Specifically, in the Finance and Controlling Department, viadonau wanted to free employees from generating and provisioning ERP evaluations as a part of quarterly reports. The reports are critical to the business because they provide cost targets and comparisons.

To generate a report, employees were required to log in to the ERP system, open different screens, enter reporting parameters, and generate and save a pdf file. Long processing lead times and delays in the IT system often left the employees sitting unproductively waiting to move to the next step in the process.

Solution

Blue Prism intelligent digital workers, recommended by partner Leadvise_Reply, were brought in to take over this time-consuming, resource-heavy task. In fact, they were able to implement digital workers in only 10 days. Digital workers now log in to the ERP system and complete the reporting process from end-to-end allowing their human colleagues to work on more complex and important projects. With digital workers, the reports are generated in record time—in fact, fifteen times faster than before.

What's next for the digital workers stationed at viadonau? Intelligent automation will be rolled out across the company with the help of a Center of Excellence called the "Knowledge Hub". And, an employee-attended process screening workshop revealed 34 new candidates for automation, so there will be no shortage of work for employees and digital workers alike.

University Hospitals Birmingham NHS Foundation Trust (UHB) is the leading university teaching hospital in the West Midlands, UK. UHB is a highly innovative trust, constantly looking for ways to improve patient care and operational efficiency. UHB had implemented the first patient self-administration kiosk in an NHS Trust hospital using Blue Prism. Encouraged by its success, UHB was now looking to drive even more efficiencies using intelligent automation.

"This was a critical project for us. Keeping the Patient Master Index up to date is the number one goal for any Trust because it drives everything we do."

Dean Grinham
Managing Director of Transformation –
Program Delivery Manager,
UHB IT Services

Challenge

When a patient has a significant change in their circumstances, their doctor informs the Personal Demographics Service (PDS). However, the PDS did not close the loop and share the information with relevant hospitals. This meant that, even though a patient may have died, UHB was still sending out appointment reminders and other inappropriate communications. Understandably, this sort of error was very upsetting for grieving families. And UHB had about 50,000 deceased patient records that needed to be updated. With each record taking one minute to complete, UHB equated the time investment for this task to one person working fulltime for six months. In addition, there were an additional 5,000 records needing updates each quarter; a task that would take one full-time employee two weeks to complete.

Solution

Although this problem wasn't unique to UHB, the Trust's solution was an innovative one. Having enjoyed success with its self-service kiosk project, UHB saw an opportunity to tackle the problem with intelligent automation. To that end, they deployed a Blue Prism intelligent digital workforce. The implementation time for the project was just three days. And within a few weeks, 50,000 records housed in UHB's Patient Master Index (PMI) had been completely updated, effectively eliminating the chance of inadvertently contacting people who had passed away.

SKDC and Neighbors Collaborate to Build Strong Intelligent Automation Programs

Business Impact

180+ reusable objects	Knowledge sharing	Reduced cost
available to other councils	strengthens business for all	to get automation program up and running

South Kesteven District Council (SKDC) aims to deliver more than 150 essential residential services in a smarter, more efficient way—while at the same time transforming customers' expectations and experiences. Intelligent automation has proven to be a great partner in achieving this aim. So SKDC looked beyond its own borders to share this solution with other local councils and to collaborate so that they all benefit.

Challenge

Traditional local authorities can get into a rut and simply operate the way they have always have, maintaining the status quo. SKDC wanted to redefine the way that a local authority thinks and operates and so they decided to innovate. The team set out to learn and leverage knowledge gained by other businesses, outside of the public sector, and apply it to a local authority setting.

SKDC also challenged themselves to expand this innovation beyond their council. Considering some local authorities are not large enough to scale an automation program on their own, this shared approach would allow them to achieve business benefits and to limit up front costs.

Solution

To start, SKDC asked themselves questions like: "What if we designed this service again? How would we do it? How can technology support us in delivering something in a different way?" This helped them approach intelligent automation with fresh eyes.

Then they took their show on the road, conducting briefings and discussions with other councils to figure out how build partnerships and reuse the work that had already been achieved at SKDC with the help of EY. The plan is to help other local authorities to accelerate their own transformations, increase knowledge sharing and reuse objects to cut down on the time to implement new automations. Collaboration will also serve to reduce the cost of entry for smaller public sector organizations. The councils can build to their automation capacity, so knowledge, expertise and resources can be shared, limiting duplication of efforts. So far, SKDC has a process library of 180+ reusable objects. And they are ready and willing to share.

Leveraging a Digital Workforce in Public Sector

Organizations in the public sector can use digital workers to free up their employees' time to focus on more valuable and impactful work, while giving agencies the tools they need to transform citizen services. Digital workers expedite time to value, comply with various security standards, and can be scaled to support department, agency and government-wide initiatives.

Through IA capabilities, governments can easily integrate their systems and applications with any leading-edge technology or cloud vendor to aid in transformation and achieve key governance requirements around auditability, security and compliance.

Thanks to integration capabilities, the possibilities for a digital workforce are practically infinite. Blue Prism's Technology Alliance Program (TAP), which continually grows, provides customers access to innovative products, cutting-edge software and new technologies from top companies around the world. And the best part is, our digital workers easily integrated with them all!

Call to Action

Check out our leading Gartner Magic Quadrant ranking

Have you seen our "How Intelligent Automation is Driving Transformation in the Public Sector" Whitepaper?

Watch our Just Add Imagination Video

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Blue Prism is the global leader in intelligent automation for the enterprise, transforming the way work is done. At Blue Prism, we have users in over 170 countries and more than 2,000 businesses, including Fortune 500 and public sector organizations, that are creating value with new ways of working, unlocking efficiencies, and returning millions of hours of work back into their businesses. Our intelligent digital workforce is smart, secure, scalable and accessible to all; freeing up humans to re-imagine work.

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