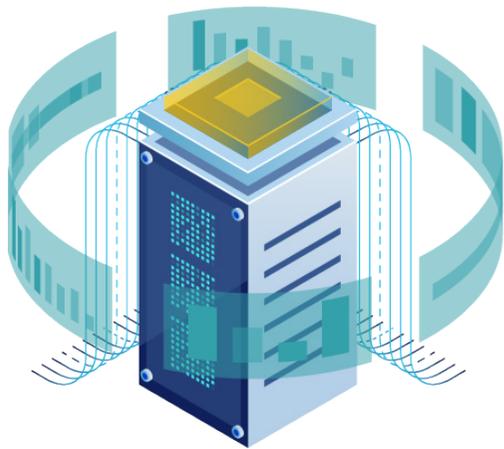# Innovative Automation

Methods' Approach

Methods conducted a rigorous assessment of the financial and commercial challenges facing the organisation, pairing this with our review of their technical architecture and feedback from staff on pain points within the organisation. Methods analysed the financial, management and performance information, considering:

▶ **How information is held and processed**

▶ **Cost per transaction**

▶ **Cost per contact from customers**

▶ **Contract costs (technology and support)**

▶ **Number of customer complaints**

We examined the organisation's existing technology stack for:

▶ **Alignment to future needs**

▶ **Opportunities to introduce beneficial new technology**

▶ **Opportunities for component reuse**

▶ **Impact on the organisation's financial and commercial performance.**

Background

A public sector organisation wanted to explore how Robotic Process Automation could innovate how they manage their process backlogs, customer complaints, staffing constraints, and leverage their existing technology.

This organisation provides back-office services to a range of other public sector bodies and handles a large volume of personal and sensitive information, regularly processing and maintaining large data sets where accuracy needs to be maintained at all times.

In **September 2018**, Methods was engaged to review their processes, services and technology to understand where innovative automation could be applied (using both RPA and setting the conditions for automation to succeed).

Methods' task was to create a Business Case for a new approach to automation, which leveraged the benefits of RPA while enhancing the organisational structures needed for RPA to have the greatest impact transformation programme.

Business Case

We created a robust business case recommending a multi-year transformation programme designed to improve customer experience, address the organisational needs and position it for financial and commercial sustainability in the future. Our recommended transformation strategy aimed to deliver significant cost savings to the organisation through:

Bringing technology and support contracts in-house

Decommissioning technology systems that added little value

Creating a centralised Azure data repository

Using robotic automation to reduce data entry - with the process improvement support from an internal Centre of Excellence

Centralising contacts through Dynamics, improving visibility of management information and demand

Improved use of intelligent RPA bots

From these recommendations, a **2-year** transformation programme was approved by the organisation's Executive Board, the objectives of which included streamlining of processes and improved use of intelligent RPA bots that are capable of learning autonomously in order to optimise process automation.

These bots can be quickly built and implemented into business processes, deemed to temporary plaster bots, where they deliver benefits to employees while on-going transformation changes continue.

Not all RPA bots are equal

The organisation was proactively embracing emerging technology and were looking to run RPA bots at scale. However, the existing RPA product was not suitable for processing the organisation's large amount of data, as it worked to a daily data cap. This resulted in a struggle to deploy RPA bots at scale because the bots would stop at their data caps, leaving the process unfinished.

Building a Centre of Excellence

As part of the Transformation Programme, Methods is untangling and standing-down the original bots builds, whilst also building a process Centre of Excellence to properly support a fleet of bots and meet the business requirements. We will help rebuild and re-deploy RPA bots in priority process areas, practically scale their fleet of bots, as well as look at other potential opportunities to introduce emerging tech, like machine learning to introduce emerging tech (ML, AI).

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