

# ProcessAutomate

part of the Digital@Arvato suite

**Find out how automation can help your organisation become more productive, efficient and improve services for citizens.**

Arvato's ProcessAutomate RPA Solution can help pressured public sector decision makers, who have to manage complex welfare reforms with less budget and fewer staff, to put resources where they're really needed. By combining our public sector process expertise with our knowledge of automation technology, Arvato's

ProcessAutomate can streamline and automate your mundane, repetitive back-office tasks, so that your employees can spend more time helping citizens.

Our ProcessAutomate solution can be implemented within 30 days without the need for costly and complex IT integration.



Part of the Digital@Arvato suite

**arvato**  
BERTELSMANN



**Significant budget cuts and increasing workloads driven by welfare reforms are putting immense pressure on public sector organisations to deliver more with less. While many local authorities have already picked the low-hanging fruits to cut costs and improve efficiencies, further changes are still needed to ensure they are equipped to meet the challenges ahead.**

Robotic Process Automation (RPA) is an innovative technology that can help you make your back-office systems and processes as efficient as possible, improving service quality for your citizens and allowing your employees to focus on what's really important – front line service delivery and tackling strategic challenges.

Our recent survey of 134 local and central government decision makers, carried out in collaboration with iGov survey, showed that public sector organisations are actively looking at this new technology: More than half of respondents said their organisations have explored the use of automation, and 21 per cent expect the technology to be trialled within their department or authority over the next year.

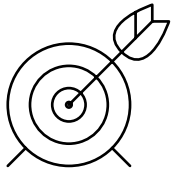
---

## **What is Robotic Process Automation (RPA)?**

RPA technology uses software to create an agile, virtual workforce which mimics human processing of repetitive, labour-intensive tasks. It follows rule-based business processes and interacts with systems in the same way that people do. This lends the technology to being used in your back-office

environment, where a high proportion of administrative, laborious tasks currently take up your employees' valuable time. Typical examples for such tasks include indexing documents, manually uploading information into systems, or cross-checking information across different data-bases.

# What benefits can you expect from automating your back-office tasks?



## Greater accuracy and compliance

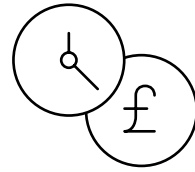
RPA performs the same task, the same way, every time, without error or slowdown in the processing time and can easily be scaled up.

---

Back-office tasks are processed with 100% accuracy

---

The technology makes each process auditable, ensuring compliance with all statutory and legal regulations



## Time and cost savings

RPA processes large volumes of work, quickly and efficiently. The scalability of the software also makes it ideal for back-office functions that regularly face sudden peaks in demand, such as revenues and benefits.

---

No integration with legacy systems required, reducing your setup costs

---

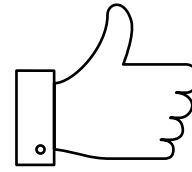
Council Tax direct debit payment input times reduced by 80%. For example, 800 direct debits received in a three-week period were completed in 19 hours compared to a 92-hour manual process

---

Cost per transaction cut from £1 to 20p

---

Single person discount handling times halved



## Employee satisfaction

RPA has a positive impact on the lives of your employees as it takes away mundane processing and frees up their time to work on more interesting tasks.

---

Introducing the technology into the back-office enables your employees to develop new skills through managing and analysing the exceptions produced by RPA, to further improve processes

---

Removal of repetitive tasks has improved job satisfaction for back-office employees



## Improved service quality for citizens

RPA reduces processing errors and improves processing time, allowing your employees to respond to citizens' enquiries quicker or concentrate on delivering front-line services.

---

In our partnership with Sefton Council, improving Council Tax processing has freed up two full-time employees to focus on more strategic work

---

Back-office processes can be handled more quickly and with 100% accuracy, reducing the need for unnecessary direct contact. For example, Council Tax direct debits are now processed on the day of receipt

# Which processes are the best candidates for RPA?

---

## Areas most suitable for RPA

Revenues, Benefits, Customer Services, HR and Payroll, Finance & Accounting

---

## Ideal tasks for procedures

Structured, rules-based, repeatable, computer-based tasks

Searching, collating or updating information

Accessing one or more systems to complete a process

Performing simple or complex decisions or algorithms

---

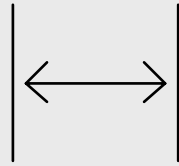
## Situations and opportunities

Highly regulated and audited activities

Fluctuating volumes (seasonality, and changes due to reform)

Facility or workforce transitions

# Which ProcessAutomate solutions are available?



## End-to-end

**This is your complete end-to-end, fully outsourced service.** We take over the running of your service, providing qualified and experienced RPA employees, management, process analysis and technology infrastructure on an ongoing basis. We conceptualise and map, implement the technology, and manage your entire service going forward. We also ensure that your processes are fully optimised and re-designed if needed to make them more efficient. If you choose an end-to-end solution, this enables a more complete delivery, with fewer operational issues to overcome, coupled with the ability to expand your service to other areas as desired.

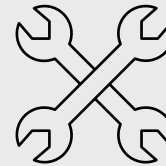
---

Delivery against agreed KPI's

---

Price:

Typical guarantee of 15 to 25% cost savings on the current operational running cost of your service



## Service component only

**You still run the service and we provide only those processes that can be automated using our ProcessAutomate.** This includes us setting up the technology infrastructure, deploying the processes and managing your automated processes on an on-going basis.

---

Option to deploy our own best practice processes or to work with you to configure your existing processes

---

Initial consultation and scoping

---

Price:

Fixed price to set up the service

Ongoing costs for licensing, maintenance and any subsequent changes you request



## Build and deploy

**We set up the ProcessAutomate, provide best practice consultation and train your teams so that they can run and monitor the processes.**

---

Short-term scoping and consultation phase

---

Training provided during the ProcessBot handover

---

Price:

Fixed price for business process redesign, RPA configuration and installation

Ongoing support and licensing costs handled by you



# How does the ProcessAutomate implementation work?

Typical methodology and timings per process, based on existing ones being fully operational and digital



Key:



RPA Consultant



RPA Developer / Operations

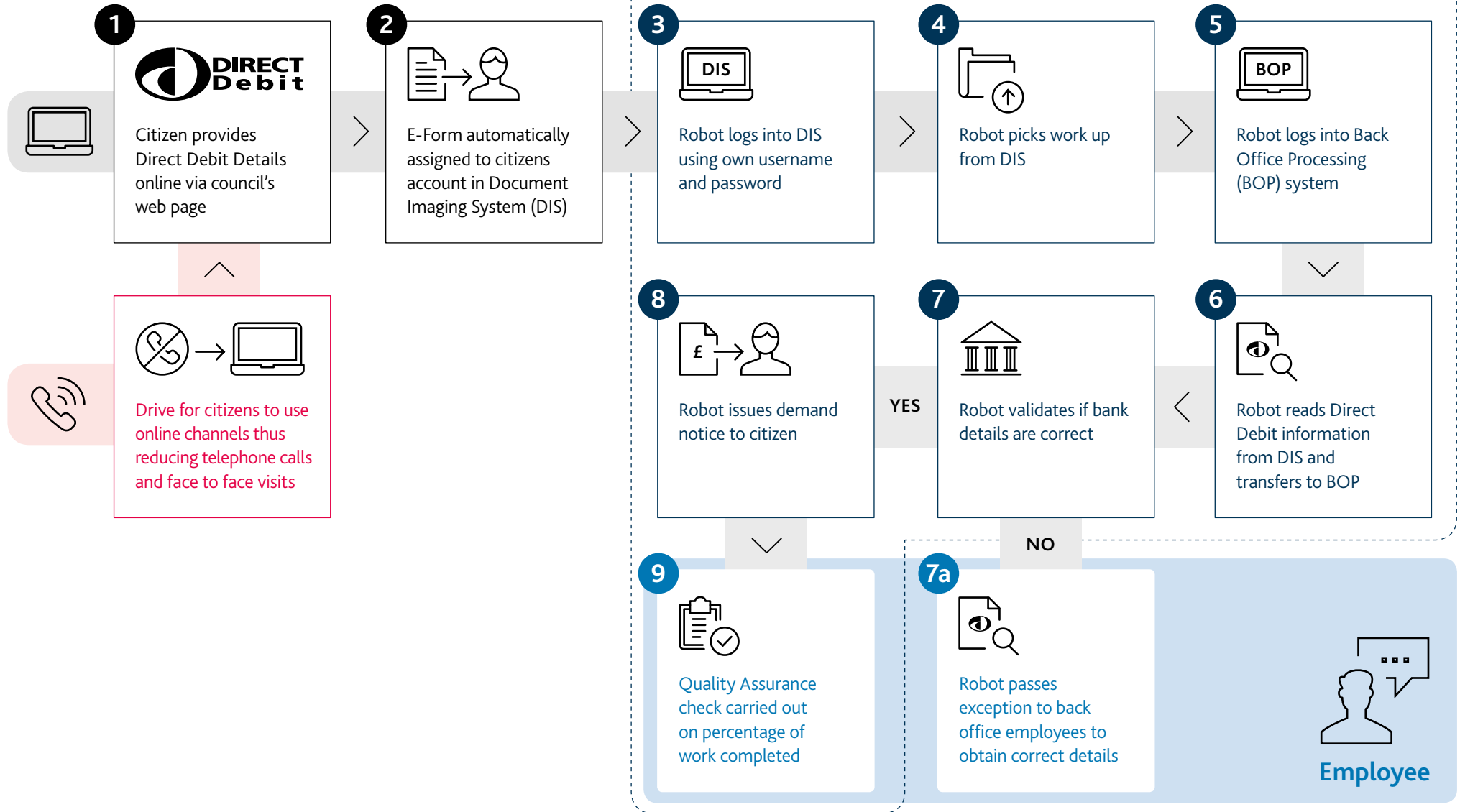


RPA Process Designer



Your in-house expert

# How does a RPA process typically work?



## Case study:

# Delivering major transformation for Sefton Metropolitan Borough Council

In 2015, Sefton Council became the first local authority in the UK to implement Robotics Process Automation (RPA) in its revenues department. The pioneering project, managed by Arvato, was designed to automate transactional processes and prove that the technology lends itself to being used in local government. Following the successful implementation, Arvato's ProcessAutomate now process a number of high-volume tasks across the department, including inputting direct debits, single person discounts, refund applications and disability relief applications.

Our project has been recognised as a finalist for the GSA 'Automation Project of the Year' award in 2016.

*"We're very excited about the efficiencies and improvements already delivered through RPA, and are looking forward to further transforming our back-office functions, allowing employees to focus on more complex tasks and ultimately improving services for our residents".*

Cllr Paulette Lappin, Cabinet Member for Regulatory, Compliance and Corporate Services

# Why choose us?

## Proven expertise

We have more than ten years' experience of working in the UK public sector. We are experts in providing both front and back office transactional services for our partnerships which include Sefton Council, Chesterfield Borough Council, Slough Borough Council, Derbyshire Dales District Council and the Department for Transport.

## Public sector ethos

We believe in collaborative working, employee engagement and local community engagement. We are a patron of The Prince's Trust, raise money for local charities, work with social enterprises and run joint apprenticeship schemes across our local government partnerships.

## Trusted partnerships

We are part of Bertelsmann, a global business founded in 1835 that today is majority owned by not-for-profit organisations. This allows us to take a long-term view of our partnerships, and our clients stay with us for 15 years on average.

## Big company reliability with small company agility

Our clients benefit from our global experience and scale, while our entrepreneurial culture enables us to react quickly and flexibly to your needs.

## Award-winning partnerships

Our partnerships are nationally recognised, achieving the Customer Service Excellence and Investors in People accreditations and winning or becoming finalists for awards with The Global Sourcing Association (GSA-UK), formerly known as The National Outsourcing Association for Public Sector Outsourcing Project of the Year, Outsourcing Works – Award for Delivering Business Value in Outsourcing, Automation Project of the Year and Skills Development Programme of the Year.



## Interested?

Email now for your free RPA ProcessAutomate consultation:

RPA Enquiries  
[rpa@arvato.co.uk](mailto:rpa@arvato.co.uk)

[www.arvato.co.uk](http://www.arvato.co.uk)



Arvato is a trusted global business outsourcing partner to the private and public sectors in the UK and Ireland.

[arvato.co.uk/hello](http://arvato.co.uk/hello)

**arvato**  
BERTELSMANN