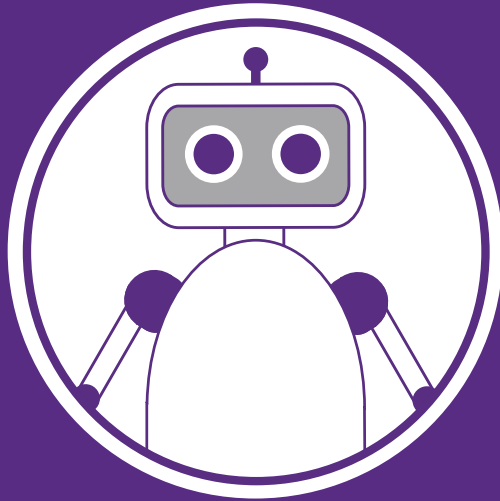


The Little Book of RPA

Robotic Process Automation



15 Practical Examples to Inspire You



assurity

So what is Robotic Process Automation (RPA)?

RPA is a software solution that allows you to develop and manage automations that can drive any system in the same way that people can, but at increased speed and greater accuracy, leading to a fast return on your investment. In simple terms, it is like having an army of robots to do the work for you!

With our flexible RPA tool, SX, you can take manual, repetitive tasks that people do on a computer and automate them, saving endless amounts of time, man hours, and money for your organisation.

Black Country Partnership 
NHS Foundation Trust

West Suffolk 
NHS Foundation Trust


Imperial College Healthcare
NHS Trust


East Lancashire Hospitals
NHS Trust

 **STROUD
DISTRICT
COUNCIL**
www.stroud.gov.uk

Newcastle 
City Council


South Norfolk
COUNCIL

What is RPA used for?

Process Automation

Save on repetitive tasks such as re-keying

Data Integration

Easily create your own APIs

Synchronisation

Keep systems up-to-date with each other

Migration

Lift large quantities of data between systems

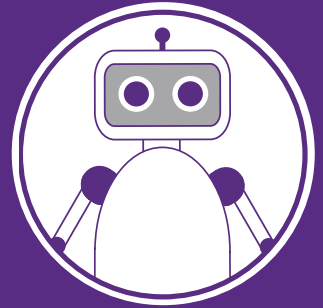
Extraction

Select data elements from multiple locations

Read on to see 15 real-life examples of how organisations are successfully using NDLS's Robotic Process Automation toolkit in these different ways, to achieve real savings and significantly improve service delivery.



Process Automation



East Lancashire Hospitals
NHS Trust

***Automating** the transfer of patient data between the PAS and other systems.*

East Lancashire Hospitals NHS Trust needed to eliminate wasteful, duplicated data entry, as well as ensure its central Patient Administration System (PAS) was accurate and up-to-date. Implementing **SX** allowed the Trust to automate and integrate crucial, accurate patient data. Staff no longer need to manually re-key or transfer data from the central PAS. Instead, it is all automatically updated in one seamless solution. This ensures that patients are stringently tracked at all times and, through eliminating duplicate data entry, the Trust has achieved real savings and significantly improved its service delivery.

Automating *system checks and Social Care record alerts in CareFirst.*

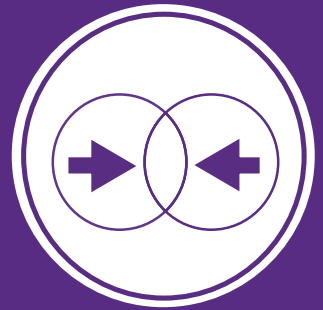
Newcastle City Council uses **SX** with its Social Care system, CareFirst. **SX** automatically informs all the relevant departments when a message alert appears on CareFirst, updating over 500,000 records. It monitors all major applications and programmes, scanning for any updates or changes, and checks every morning that systems are working accordingly, sending any necessary information in a report to IT. IT staff time can therefore be used on more productive tasks and the implementation has saved Newcastle City Council more than £1 million, as well as 574 staff days!

Balfour Beatty

Automating *map pack creation for scheduled digs and emergency works.*

Balfour Beatty works on behalf of several utility companies to conduct scheduled digs and emergency works, repairing water mains and gas pipes. Traditionally, it would take up to a week to collate map packs from various mapping software, containing all the vital information needed to ensure a safe dig, such as where the electricity lines and water mains were situated. This would ensue costly delays, so Balfour Beatty wanted a solution that would enable staff to quickly and effectively collate these map packs. Using **SX**, they can now automate this task, turning a 30-minute manual task into a five-minute automatic process. This efficient, seamless solution saves the organisation considerable time and money.

Data Integration



Imperial College Healthcare
NHS Trust

***Integrating** hospital check-in kiosks with patient data on the Spine.*

Traditionally, patients at Imperial College Healthcare checked in at reception desks and updated contact information with staff. This could be time-consuming and often incurred long delays, so self-check-in kiosks were installed to speed up the process. A large backlog of over 24,000 records needed to be added into the new system supporting the kiosks. Staff were working overtime to try to resolve this, but it was proving a laborious, expensive task. Using **SX**, records could be instantly reflected on the NHS Spine, resulting in valuable savings. The integration also provides the Trust with more accurate patient data and improves customer service. An additional benefit comes with the new confidence in its patient contact information. The Trust can send its patients secure emails rather than posting letters, which saves time, money and reduces the carbon footprint.

***Integrating** a web portal for logging environmental issues with the CRM.*

Stevenage Borough Council integrated its innovative citizen web portal with its existing CRM using the **SX** toolkit. The 'Fix My Street' web portal enables both citizens and staff to keep up-to-date with any environmental nuisances and known issues in the area with ease, letting citizens simply search and log issues online. With the CRM integration in place, the 4,500+ duplicate reports that the Council used to see each year are now a thing of the past and it sets a prime example of efficient customer communication and great customer service.



***Integrating** housing repairs mobile app with back-office information.*

North Hertfordshire Homes uses **SX** to integrate repair jobs submitted via its Housing Repairs mobile app (created with **MX** from NDL) with the back-office system. Details of variations required, the building materials needed and any planned maintenance, are sent straight into the existing systems. This process guarantees that the repairs team has all the information and parts required before going out on site to carry out work. The integration automatically processes a massive 36,000 records annually, saving the organisation precious time and money, whilst increasing customer service levels and satisfaction.

Synchronisation



NORWICH
City Council

Synchronising citizens records to keep all department systems up-to-date.

Norwich City Council wanted to create a 'Golden Record' for each of its customers and needed a solution that could synchronise customer information across many different systems. **SX** is used to do this and ensures records are always up-to-date. The Council also revolutionised its Tell Us Once scheme to streamline the death reporting process for its residents. When a death notification is received, **SX** checks for records of the deceased in all back-office systems and advises the relevant departments accordingly in a matter of hours. This allows the Council to improve efficiency, avoid unnecessary contact and significantly improve service delivery at a highly sensitive time in citizens' lives. Data stored on the Council's systems is now trusted and details only need to be added once, saving significant time and money.

***Synchronising** Social Care data with the Education system.*

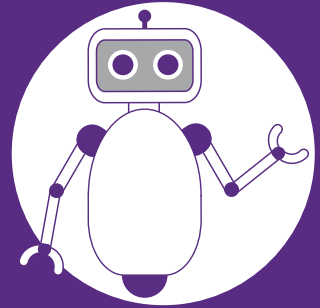
Previously, social workers at Newcastle City Council had to spend valuable time re-keying data into two separate systems, CareFirst and TotalView. It was an inefficient process and so the Council decided to use **SX** to automate the data transfer. Now, when the social worker enters any activity on TotalView, they can select the relevant child and both systems will update at the click of a button. The implementation handles at least 62,000 records a year, saving the Council valuable time and money. Using **SX** to synchronise the records allows social workers to focus on what they are expertly trained to do, which in turn increases their performance levels.



***Synchronising** Social Care information between CareFirst and TotalView.*

Surrey County Council has a virtual school system which holds sensitive records of all Looked After Children. **SX** is used to update a child's record in both the Social Care system and Education System concurrently, ensuring all details are up-to-date, accurate and reflect the correct status of the Looked After Child. **SX** can accurately update four records per minute, a job which would previously take a staff member 20 minutes to complete. The updates now run overnight, ensuring the education system is updated daily rather than weekly or fortnightly, as it was before. This has reduced the original staff workload by 80%, allowing them to be more productive with other tasks. In addition, **SX** is used annually to send 14,000 records from Children's Services to the Department for Education.

Migration



Black Country Partnership **NHS**
NHS Foundation Trust

***Migrating** legacy PAS data smoothly into Oasis.*

Black Country Partnership NHS Foundation Trust needed to move to a new Patient Administrative System (PAS) before its legacy system was due to expire. With a tight deadline in which to perform this mammoth task, the Trust selected **SX** to migrate 60,000 patient records from three different systems into the new Oasis PAS, as well as 80,000 referrals, and easily managed this in just three weeks.

Migrating existing data to a new document management system.

Medway Council needed to move 1.5 million documents from its old document management system to a new system. The Council chose **SX** to complete the task and was able to move all 1.5 million records overnight, over seven evenings, using just 45 software robots. This method of data migration saved the Council valuable time and money.



Migrating microfiche images to a digital document management system.

Stroud District Council embarked on a project to digitise 150,000 microfiche images and store them on its central document management system. It was originally estimated that to do this manually would take two to three years. In order to reduce the time involved, the Council selected the **SX** toolkit. The results were impressive - the time needed to transfer these images was cut to just three months, providing significant cost savings. More importantly, Stroud District Council identified many other projects in which its in-house developers could exploit the powerful software tool. However, the cost savings achieved on the microfiche project alone justified its investment in **SX**.

Extraction



***Extracting** statutory reports for Ofsted and the Department for Education.*

Surrey County Council provides accurate and up-to-date information on vulnerable children by integrating its Virtual School and Social Care systems. As well as using **SX** to automate the transfer of data for Children in Care, the Council also uses it for statutory reporting to Ofsted and the Department for Education. Teams no longer need to manually transfer or extract data from the Children's Social Care System (Liquidlogic) and Education Management System (CapitaONE), as **SX** rapidly handles these tasks without any need for attention. The Council now benefits from accurate data and better tracking of vulnerable children, which ensures efficient payment of any pupil premium grants. The authority also received the highest data quality confidence levels in the Country for the annual Department for Education Children in Need census.

Extracting *National Non-Domestic Rates data from the LLPG Register.*

South Norfolk Council wanted to collate valuable information on National Non-Domestic Rates (NNDR) in order to identify where the authority was gaining the most revenue from businesses. Initially, the team found that several properties did not have UPRN numbers on the Uniform CRM system, so **SX** was employed to automatically extract these details from the LLPG register and update them in Uniform. The information could also be transferred into a bespoke programme called 'Norfolk County Mapping Browser' producing a heat map to show the National Non Domestic Rates (NNDR) in the district. The extraction process updated over 900 records with a 100% success rate. The process was quick and easy, providing the Council with vital data it could use for future projects, saving valuable time and money.



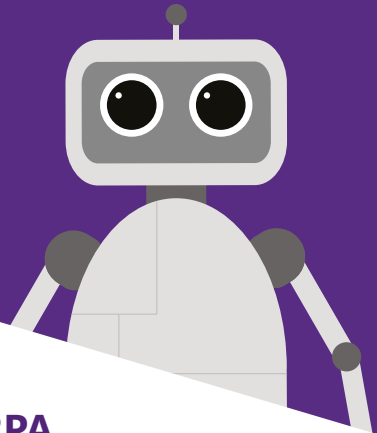
Extracting *cancer patient information for the Somerset Cancer Register.*

West Suffolk NHS Foundation Trust is required to update the Somerset Cancer Register, which covers every aspect of cancer treatment including site, data set, regimen, treatment cycles and drug administration. This data is then used for various national audits of cancer treatment. Carrying this out manually was taking up significant clerical time as, while there are not huge volumes of patients, the complexities of treatment are considerable. In order to meet the Government requirements, the Trust uses **SX** to automate this complex data extraction and to update various systems.

As you can see, many of our customers have had great success using the SX toolkit. With RPA, manual, repetitive and mundane tasks that people perform on computers have been automated, saving hours of staff time and money!

For many more case studies and more in-depth descriptions, head over to our website: ndl.co.uk/casestudies. If you would like more information about RPA and what it could do for your organisation, please contact NDL's NZ Country Manager – gary.hewlett@ndl.co.uk Mob 022 411 9331. Our NZ implementation partner is Assurity Consulting – they've developed RAE – a robust framework for doing RPA right. Contact martin.gordon@assurity.co.nz Mob 021 337 782

assurity.nz/introducing-rae-for-rpa



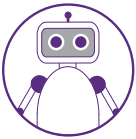
ndl.co.uk/RPA

Expand your digital workforce and take the pain out of repetitive manual tasks with



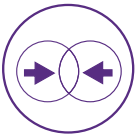
SX is NDL's flagship software Robotic Process Automation (RPA) tool. With this flexible tool, you can develop and manage automations that can drive any software system, just the way people can, but at increased speed and greater accuracy, leading to a fast return on your investment.

These automations can be instantly scaled up or down to reflect demand, running 24 hours a day, 365 days a year under the full control of the **SX** management suite. A range of integration options allow **SX** to read and write data to and from any existing system.



Process Automation

Save time on simple repetitive tasks such as re-keying



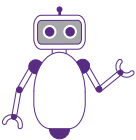
Data Integration

Real time or batch mode - create APIs when not available



Synchronisation

Keeping different systems up-to-date with each other



Migration

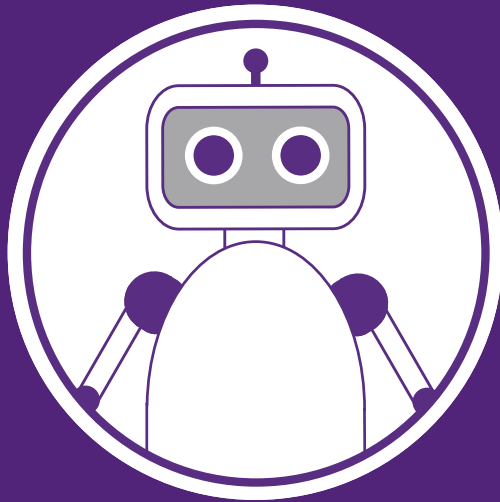
Lifting large quantities of data between systems



Extraction

Select the data elements you need from multiple records and write elsewhere

*15 Practical Examples of Robotic
Process Automation to Inspire You*



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