

A blurred background image of a meeting. In the foreground, a person's hand is raised, palm facing up. In the background, another person's hand is also raised. A wooden table with papers and a smartphone is visible in the lower left. A white diagonal bar is in the bottom right corner.

ceox

G-Cloud 14

Correspondence Handling with Intelligent Automation Services

Service Definition

Service Overview

Ceox's Correspondence Handling with Intelligent Automation Services enable Public Sector Organisations to use Artificial Intelligence (AI) and Robotic Process Automation (RPA) to create cases and route incoming enquiries and ministerial correspondence.

Our award-winning Intelligent Automation won Computing's RPA Best Project and is based upon using elements of Artificial Intelligence (AI) and Robotic Process Automation (RPA). Using AI and RPA in Microsoft's Power Platform along with our pre-built accelerators we are able to create a solution which automatically takes incoming correspondence, extracts key information and inserts it into a Case Management system. The solution also removes Spam and suggests responses based on Standard Lines.

The solution is agnostic of the Correspondence Management solution and works with platforms such as iCaseworks and Fivium's eCase.

Using a solution built using Power Automate and Power Apps, we can extract information from incoming correspondence. The AI Builder Entity Extraction can take several fields including:

- Sender details
- Sending MP
- Intended recipient
- Date
- Case details

The case is then created in the correspondence case management system. The solution can interact with several case management systems including Dynamics 365, Fivium eCase and iCasework.

The AI Builder is then able to use Category Classification to understand the content in the correspondence and route it to the relevant area. This will depend on your organisation but could include:

- General enquiry
- Ministerial correspondence
- Freedom of Information (FOI)
- Subject Access Request (SAR)

Departments who implement the technology typically see the following benefits:

- Streamlined processes
- Automated handling of Spam, Duplicates and chasers
- Improved accuracy of data
- Reduced data breaches
- Faster processing with less backlog
- Quick response time

These benefits were demonstrated in our work for a main government department during the Pandemic where our Intelligent Automation solution, using RPA and AI, won Computing's Best RPA Project of 2021.

Power Automate provides an easy to use interface with the ability to fast build automation. The suite includes Power Automate Desktop which enables the automation of legacy applications by recording step-by-step actions including mouse presses and keyboard entry to create a workflow. One example is to avoid re-keying information by taking the input from a new digital system and automatically entering it into a legacy application.

Power Automate can be run in Attended or Unattended modes. In Attended mode, the automation runs on a worker's computer to automate cumbersome or repetitive processes, allowing the worker to correct any errors as needed. This approach achieves many benefits of automation while allowing for human intervention when human intelligence or business experience is required. In unattended mode, the automation runs with no user logged in. Workflows trigger in the background based on events that happen, and then run at any time in the cloud. It is used to accelerate automation of high-volume, repetitive tasks without lifting a finger.

Power Automate can also leverage other parts of the Power Platform including Power Apps, the Low-Code Business Application Platform and the in-built Artificial Intelligence (AI) and Machine Learning capability, AI Builder. AI Models are provided which, amongst other things, enable users to easily:

- Predict yes/no outcomes based on historical data.
- Extract text from an image.
- Identify and counting objects from an image.
- Categorise text by its meaning.

Intelligent Automation enables organisations to do more with less. Automation liberates team members from completing mundane tasks, reduces administration, improves productivity and accelerates Digital Transformation.

Our Features

Our service includes:

- Deliver Correspondence Handling with Intelligent Automation using Artificial Intelligence (AI) and Robotic Process Automation (RPA) within the Power Platform.
- Deliver Business Process Flows and Workflows using Power Automate and AI Builder.
- Power Automate Desktop to automate the data input into legacy applications.
- Attended and unattended RPA depending on requirements.
- Ability to build workflows using the drag and drop interface.
- Empowering workers with the Low-Code development platform.
- Ability to extend with Power Platform, Power BI, and Power Apps.
- Integration with many business systems including 3rd party systems, Dynamics 365, Fivium eCase, iCaseworks, Office 365 and SharePoint Online.
- Managed Service for supporting built workflows.
- Customisation and Configuration.
- Empower your organisation with Artificial Intelligence (AI).
- Full service to supply Planning, Setup, Migration, Quality Assurance, Performance Testing, Testing, Cyber Security and Ongoing Support.
- Generate suggested responses based on a library of Standard Lines using Generative AI and Large Language Models (LLMs)

Benefits for You

Our service provides many benefits to you and your organisation including:

- Improve productivity and reduce administration enabling your organisation to be more efficient.
- Liberate team members to focus on higher-value work by automating mundane tasks.
- Minimise errors, reduce operational costs, and improve quality.
- Improve the quality of organisational data by removing keying errors.
- ITIL based service management providing support via a service desk.
- Full support for any discovery, user research, design, develop, delivery, build, on-going support, and live running activities undertaken.
- Experts in supporting Local, Central Government departments and other agencies.
- Supports Digital Transformation and delivers GDS Digital Service Standard and GDS Technology Code of Practice, open-source compliant digital services.
- Support of Microsoft Partner with Certified Microsoft Consultants.
- Reassurance of security cleared individuals from BPSS to SC clearance.
- Help with understanding licences and licensing and COTS selection.
- Skills transfer to internal staff including training.

About Us

At Ceox we work with Public Sector organisations to drive value and engage customers using Microsoft technology.

We work with Government Departments, Agencies and Public Bodies and the Social Housing Sector to deliver innovative solutions that help our customers provide better services for less money.



We specialise in helping organisations move to delivering services digitally. We ensure an engaging online experience available 24x7 as well as an optimised back office to provide operational excellence. As a Microsoft Partner with specialisations in Business Applications, Data & AI and Digital & App Innovation, we are experts in providing and supporting Power Platform, Dynamics 365, and Intelligent Automation.

The company was created when the founders, backed by years of public sector experience, identified a need for a smaller niche supplier who could deliver innovative technology solutions cost effectively. Ceox provides proven technical and industry expertise in a company that's agile, easy to deal with and helps organisations deliver cutting edge services efficiently.

Our Other Services

At Ceox we help Public Sector organisations create and deliver Digital Services.

We understand the needs of your users, design and develop digital services and provide on-going support.

Discover

Discovery Services – To help organisations better understand their users, strategy, and technology choices. Our implementation projects start with a Discovery phase.

Design & Develop

Digital Services – We provide Digital Capability, working in an Agile manner using the best tools, approaches, and technologies to support your digital service development.

Power Platform – Deploy Power Platform to deliver value. **Power Apps** enables rapid development of business apps, **Power Pages** deliver low-code websites, **Power Automate** improves productivity through automating workflows, **Copilot Studio** delivers Next Generation AI via a no-code interface and **Power BI** helps organisations analyse and visualise data.

Dynamics 365 – Exploit the capabilities of Dynamics 365, with the scale to deliver quick solutions for small teams or enterprise level systems, including line of business applications and Case Management.

Intelligent Automation – Use Artificial Intelligence and Robotic Process Automation to automate processes and deliver efficiencies and reduce errors.

Microsoft 365 – Harness Microsoft's productivity suite, including SharePoint Online, to deliver efficiencies in the workplace with better communication and collaboration.

Managed Microsoft Azure – Microsoft's cloud platform provides increased security, innovative features, scalability and reduce IT costs.

Optimise

Managed Services – We provide piece of mind for your organisation by looking after your business-critical applications, underpinned by an SLA backed guarantee and established tools and processes.

Our Experience

Our experience includes:

Government Departments

Department for Education

- Power Platform Grant Application and Management solution for Connecting Classrooms
- Power Apps Portal for Education Bodies to provide Reinforced Autoclaved Aerated Concrete (RAAC) information for schools

Department for Transport

- Dynamics 365 Public Enquiry Management solution to support Department's handling of Enquiries and Parliamentary Correspondence
- Development and support for a range of Corporate Power Apps deployed across DfT including Praise Management and Local Recognition, Declaration of Interests and Gifts and Hospitality

Foreign, Commonwealth and Development Office

- Intelligent Automation (RPA and AI) for Correspondence Management system using Power Apps and Power Automate

HM Treasury

- Utilised Power Platform to deliver RPA and AI for Correspondence Management

Welsh Government

- Leave Booking App (Cofnod) in Welsh and English to support cross government leave booking and management
- Power App based solution for managing Permits for Welsh Fisheries
- Developed processes and procedures for a Power Platform Centre of Excellence

Public Bodies

Historic Royal Palaces

- Dynamics 365 development and support for marketing campaigns

Solicitors Disciplinary Tribunal

- Dynamics 365 Case Management System to support Tribunals
- Power BI development to provide Management Reporting with dashboards and reports

Transport for London

- Power Apps Development of Station Access App to manage safe access to London Underground stations by contractors and engineers
- Safe Track Power Apps Development to monitor on-going work and repairs on London Underground Tracks
- Microsoft Dynamics 365 portal for HGV safety registration solution
- Road User Charging system with Dynamics 365 and Azure

UKRI

- Power Platform Model Driven Application with SharePoint Integration to manage the bid process and store contractual documentation
- Power Pages solution to gather supplier details and internal Model Driven Application to manage the process of supplier proposals.

Valuation Tribunal Service

- Appeals Management System using Microsoft Dynamics 365
- Power BI Management Reporting solution

Social Housing

Stonewater Housing

- Power Pages Multistep Form, with authenticated access requesting information from applicants inquiring about properties

Network Homes

- Customer Service CRM solution utilising Dynamics 365
- Repairs Management system with Dynamics 365 portal
- Power Apps 'app' to improve employee engagement

Get in Touch

To learn more about Ceox and our services, follow the links below or contact us directly.

<https://ceox.co.uk>

Feel free to drop us an email on:

hello@ceox.co.uk

If you'd rather talk on the phone, then our number is:

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