



# G-Cloud 14 Service Definitions

Intelligent Automation



# making sense of technology



Many organisations over-complicate and over-engineer their technology and data initiatives. We help organisations make sensible technology related decisions and then help deliver the expected benefits

## we are a technology consulting business that really understands business

Our hands-on and real-life experience helps to ensure that common-sense is applied to technology, data and digital transformation

We sit shoulder to shoulder with clients to ensure benefits are realised

## we help clients embrace technology in sensible and pragmatic ways

We balance very strong technical capabilities with experienced business leadership

This enables us to deliver effective technology and data solutions that are aligned to the organisational strategy – not just deliver expensive “shiny new toys”

## we have very strong values that make sure we always deliver great work

Our values guide how we work with our clients and each other. They make sure we are always focused on the right things:

- we do the right thing
- we cut to the chase
- we work together

## we don't try to be expert at everything – and work with great partners

We will always make sure that we give you the best advice – and often work with partners to help deliver an end-to-end solution

We have strategic partnerships with some of the world's best technology companies – Microsoft, UiPath

Established in 2017, and with a team of over 40 highly qualified experts, we are well placed to help organisations embrace new technology in sensible and pragmatic ways



**we do the right thing**  
for our clients & each other

doing the right thing is more important than anything



**we cut to the chase**  
no technical jargon or waffle

clear, down-to-Earth advice is surprisingly hard to find



**we work together**  
helping each other to succeed

working together to solve problems is just what we do

# Our G-Cloud services



## Data transformation

embracent help clients turn data into insight to improve business performance and answer business questions. We deliver tailored strategies and roadmaps to clients seeking to become data and insight driven. We help clients govern their data so it can be trusted. We offer data and insight as a service



## Digital finance

We help the CFO refocus finance, automate the routine and reshape finance talent. Our digital finance framework assesses today's maturity to create the strategy, target operating model and change roadmap. Our transformation support includes ERP/Finance Cloud systems adoption, process automation, insight using AI and visualisation tools



## Digital strategy & transformation

embracent brings deep business and technology expertise to help you deliver your digital transformation agenda. Our tried and tested transformation framework helps you develop the business case for your digital future, deliver a clear roadmap to achieve it and provides the implementation skills to support making it a reality



## Programme excellence

With a solid governance framework and pragmatic approach, embracent have a proven track record in Programme Management, Project Delivery, Project Assurance, Project Management Office (PMO) and Programme Recovery. With an emphasis on people, process and technology, our hands-on delivery team use Waterfall and Agile methodologies to drive successful outcomes



## Process excellence

Using a lean, quality-management approach, embracent critically challenges organisations on their end-to-end process efficiency, working together to deliver improvements, realise benefits and implement change. Our excellence framework also enables organisations to build a continuous improvement Centre of Excellence, powered by process intelligence and automation technologies



## Intelligent automation

embracent offers Intelligent Automation as a service, enhancing processes for ongoing advancement via process excellence. Our end-to-end approach, from analysis, development and benefits realisation through to support, is driven by a commitment to excellence, tailoring the tools we use to resolve your specific challenges



## Managed services

embracent managed services portfolio offers effective 1st, 2nd and 3rd line technical support following best practices and iterative ITIL approach to ITSM. We implement and support cloud platforms including Microsoft 365, Azure, SharePoint, MDM, Business Intelligence (BI), RPA (UiPath), Machine Learning, AI, and Power Automate delivered by our team of experts



## Artificial Intelligence

embracent specialises in providing bespoke AI solutions meticulously tailored to address your unique business challenges. Our commitment is to deliver an AI service that is as adaptable and dynamic as the marketplace you operate in, ensuring that you stay ahead of the curve with solutions that are innovative and applicable

# Intelligent Automation – overview, features and benefits



## Service overview

embracent offers Intelligent Automation as a service, enhancing processes for ongoing advancement via process excellence. Our end-to-end approach, from analysis, development and benefits realisation through to support, is driven by a commitment to excellence, tailoring the tools we use to resolve your specific challenges

### Key service features

- Processes optimised by process excellence through rich analysis
- Clear documentation including process maps, designs and user guides
- Integrated connectivity, collaboration and rollback capabilities using version control
- Multiple hosting and deployment offerings, managed service or education available
- Robust exception handling and best practice management
- Seamless Integration with applications and computing languages
- Post-implementation monitoring and exceptions visualised to ensure requirements satisfied
- Solutions engineered to produce reusable code to aid future deployments
- Dashboards available to visualise the metrics produced by the solution
- Delivering end-to-end solutions to help clients throughout their journey

### Key service benefits

- Employee time re-investment possible after the removal of process effort
- Scalable automations to ensure future proofing
- Automation implementations reduce risk of human error
- Improved process compliance, control and governance
- Time-sensitive or critical processes completed faster and more effectively
- Process completion in a fraction of the time as pre-automation
- Digital workforce frees up staff to undertake more skilled tasks
- Employees happier with having fewer menial tasks and increased time
- Chores performed by an automation tool saves a business significantly
- A digital workforce that doesn't take time off or sleep

# Intelligent Automation– tools and methods



## We pick the tools best for you, not us

At embracent we are automation vendor agnostic. We select the automation toolkit that suits the situation, process or pre-existing solution best

## We work together with the business

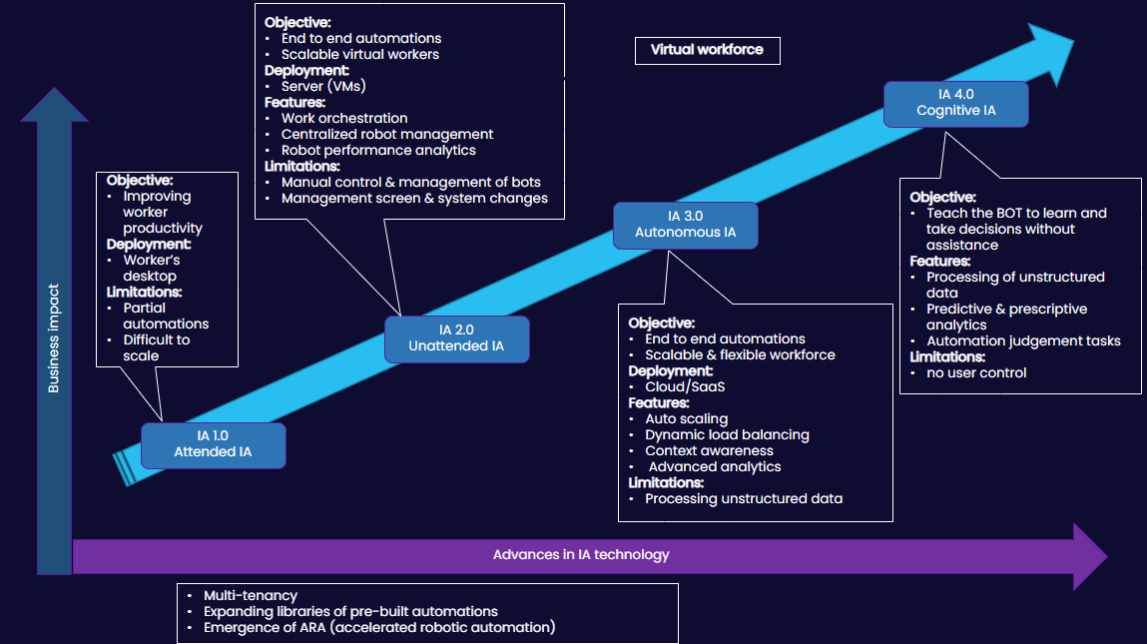
Our solutions are tailored to maximise the value received. We work together with the business and process experts to create the best solution possible

## We only automate the best

We only automate a process once it has undertaken a Lean Six-Sigma analysis and has been improved and enhanced to its very best



**& MORE**



## Governance

Project initiation, requirements gathering and expectation setting

## Initiate

Process discovery, improvement & mapping of As-Is & To-Be processes. Solution Design built and submitted for approval

## Delivery

Solution Development. Agile methodology working in sprints and project delivery tracked via Kanban

## Testing

Unit Testing, Integration Testing, Peer Review, Internal UAT, External UAT & Change Approval Board as standard

## Deploy

Solution deployed to client production environment. Credentials, access & user guide provided to user (if applicable).

## Operate

Hypercare and ramp-up to ensure solution is fit for purpose and feedback. Monitoring of logs to ensure solution success is consistent

# Intelligent Automation – our experience



## European Vetcare Group Automation Programme

### **Client situation**

Client wanted to begin their automation journey but was unsure of technology, capability, concept or how to implement. Started with a Proof of Concept that evolved into a full automation programme featuring multiple departments with the long-term goal of becoming self-sufficient

### **What we did**

- Introduced an Automation Centre of Excellence (ACE) and governance model within the organisation
- Implemented 15+ automations throughout the business across multiple departments over the course of one year
- Trained 4 internal resource across Analysis, Development & Project Management

### **Benefits and outcomes**

7,200 hours were saved and re-invested. The client became automation self-sufficient after training their internal resource and establishing all environments. Kibana Performance Monitoring was implemented to gauge success of automations

## Global Student Accommodation Provider Finance Transformation Programme

### **Client situation**

Client had recently acquired another Student Accommodation Provider and doubled their property portfolio. The finance teams were struggling under the increased workload of the newly acquired properties and tenants creating a backlog of business-related issues

### **What we did**

- Multiple tactical automations implemented across P2P, OTC and R2R to alleviate backlogs and remove pressure on existing staff
- Ten highly problematic processes analysed and re-engineered into their most efficient state and then automated end to end
- Setup a bi-weekly Automation Centre of Excellence (ACE) to establish effective communication of benefits, issues and talking points between end users and developers

### **Benefits and outcomes**

9,000 hours saved since end of programme delivery and re-invested. Client cleared multi-year backlog and end users reported far higher data quality, workload efficiency and time management. "You made month end fun"

## National Bus and Train Operator Data Transformation Programme

### **Client situation**

Client was storing large volumes of data in an outdated, non-supported and legacy system that could not be updated or replaced due to legal constraints. This system was used daily by multiple departments for exporting of reports and analysis

### **What we did**

- Implemented 18 unattended automations to retrieve all relevant data from the system and load into Azure that ran 24/7
- Used RPA as the 'Extract' in the ETL process
- Created an Azure-hosted Data Warehouse with accompanying Azure Data Factory pipelines to transform the data
- Linked the Data Warehouse to a visualisation tool to present the data back to end users

### **Benefits and outcomes**

6,188 hours were saved and re-invested. The client had enhanced data quality and accessibility. Staff well-being reached an all time high, with manual effort reduced or no longer necessary (e.g. data extraction)

# Commercials and Contact



## Pricing

Please refer to our Pricing document which includes the Skills Framework for the Information Age rate card, where details of our pricing and rates can be found. All quoted rates are in GBP and exclude VAT at the prevailing rate

## Onboarding and off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service

embracent shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service

## Terms and Conditions

Please refer to our Terms and Conditions document for our G-Cloud services, which can be found on each Services page on the G-Cloud website <https://www.digitalmarketplace.service.gov.uk/>

## Contact details



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