Robotic Automation Hub
G-Cloud 14

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1   Service Overview

Capgemini's Robotic Process Automation (RPA) service provides Design, Consultation, Business Analysis and Service Management in support of the design and implementation of Cloud based services.

An organisation's workforce can spend a significant amount of time on repetitive and time-consuming tasks that require accuracy, speed and cognisant decision making. Robotic automation technology can replace or reduce human effort in these types of processes and enable the delivery of fast, accurate results, providing a cost effective, complementary alternative to the traditional Business Process Integration approach. In Capgemini's experience, RPA is most relevant in the following scenarios:

- High volume clerical administrative processing

- Processing of data delivered by new digital channels (e.g. by an electronic form) that still requires agent handling

- Processing of completed applications according to a pre-defined rule set

- Automating processes where it is not cost effective to transform them through a "traditional" IT or process improvement project.

Capgemini is vendor agnostic but principally uses RPA technologies provided by NICE Systems UK Ltd, Blue Prism Group, UiPath Ltd, Automation Anywhere UK Ltd, Microsoft Corporation and Workfusion UK Ltd. It can provide a flexible robotic automation offer to support Cloud based services and helps organisations to identify, evaluate and deploy process automation opportunities. Capgemini continually looks to develop relationships with new vendors to ensure good service is always offered to Buyers.

Capgemini can provide the next generation of automation through the provision of **Intelligent Automation (IA)**. This delivers RPA solutions including Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), Chatbots, Cognitive, Machine Learning and Artificial Intelligence (AI) Tools. Capgemini uses technologies provided by Hyperscience, Microsoft, Abbyy Ltd and Google.

Capgemini keeps up to date with the market to ensure that, as providers of RPA and IA , Capgemini's solutions remain innovative and relevant to provide the right solutions to its Buyers.

RPA technologies primarily integrate via the User Interface (UI) layer with third party applications, whether hosted on premise or by a Cloud provider, dramatically reducing integration development effort and timescales. They support a range of different work models:

- Unattended: no human intervention required in any of the work – the automation processes work cases end-to-end

- Partly attended: applies in situations where parts of the work contain elements that cannot be automated, typically where there is an element of subjective decision making – the automation works with a human to expedite work cases

- Attended: applies in situations where a human would benefit from assistance to expedite a process, for example during call handling by an agent that requires significant interaction with back-end systems or has an onerous wrap-up process.

Capgemini's RPA service typically consists of the following capabilities that can deliver automation initiatives across Buyer business processes:

- **RPA Business Case and Strategy:** scanning, mapping and evaluating Buyer's process landscape and underpinning systems to:

  - Develop optimal strategies for the deployment of automation technology including an automation roadmap and selection of appropriate RPA software providers

  - Identify candidate processes suitable for robotic automation and inform an RPA business case. This business case would be monitored for the duration of the service to assess benefits to the Buyer.

- **Lightweight, rapid prototyping:** the rapid design, development and implementation of process automations to prove the value RPA can bring to an organisation.

- **Design, development and implementation:** rapid design, development and implementation of process automations that can be deployed onto a Cloud hosting platform. Capgemini can identify Cloud deployment options for the Buyer to select and provide appropriate business change support to ensure automation into operations and the associated benefits are realised.

- **In-House capability development:** advice and support to establish and run in-house automation capabilities. This includes the design and implementation of Agile DevOps operating models, training and knowledge transfer to business process owners and relevant staff. This helps achieve greater self-sufficiency and allows business users to develop automations in-house and to maintain and update business rules.

- **Automation Innovation Hub:** establishment of an automation innovation hub to identify and rapidly prototype opportunities to integrate RPA software with emerging technologies (e.g.data analytics and artificial intelligence).

Capgemini has experience in developing and deploying robotic automatic solutions for contact centres and back-office operations. Capgemini has worked across multiple government departments to deploy automated processes, provide training and create in-house DevOps delivery centres.

The services outlined can be delivered on a standalone basis or as part of a wider Capgemini digital process transformation offering. These solutions, when combined, can help provide operational efficiencies and end customer satisfaction improvements through the automation of multi-channel interactions with end customers effectively. The related Capgemini offerings found within G-Cloud on the Digital Marketplace typically consist of:

- Digital Correspondence Management: offers the ability to configure the Correspondence Management as a Service solution to the Buyer's specific business needs. Configuration can comprise of configuring business processes, defining the information model for correspondence, configuring retention policies on correspondence and producing management information reports to track correspondence handling and to help refine processes.

- Forms Factory Service: can help organisations achieve cost effective and accelerated conversion of paper forms into digital formats for online deployment. It uses a collaborative approach and methods to deploy a form conversion factory and support skill transfer. It could supplement a move to use Cloud-based digital forms services.

- Case as a Service: can provide a fully managed Case Management platform service hosted in a pre-accredited infrastructure environment providing case-related services that can encompass:

  - Capture: the ingestion of information into the case system, including the capability for Buyers to capture paper-based information via scanning devices and digital information via several channels

  - Case processing: the management and execution of case-based information and tasks

  - Output: the production of case outcomes in the form of orders, certificates and other communications via paper-based and digital channels.

This service supports Cloud based projects and services.

2 Why Capgemini?

Capgemini takes a vendor agnostic approach to delivering intelligent automation services, meaning the Buyer will benefit from the right tool for them. Capgemini has a wealth of experience delivering intelligent automation services across central government from helping HMRC build its Automation Delivery Centre to working across various departments through its framework with the Cabinet Office. Capgemini has the skills and capability to deliver from the initial Business Analysis to the engineering and support of services implemented.

3 Business Need

The Robotic Automation Hub service can help Buyers improve their operational efficiencies of front and back-office processes that involve manual tasks. It can support the drive towards digital for individual Government Departments or across Government collaboration. Based on Capgemini's experience the service can help address the following overarching themes in business requirements:

- **Supporting improvements in end customer satisfaction and contact centre productivity:** contact centre agents often need to re-key data and update various systems when dealing with end customer requests. This service can help reduce the burden by automating certain routine tasks involving data entry or update with third party systems. The service can provide guidance to agents that support streamlining end customer interaction and improving overall satisfaction.

- **Enabling reduction in processing time, costs and improving accuracy of correspondence and case handling:** public bodies are inundated with thousands of written communications. The Robotic Automation Hub facilitates can help reduce the time to deal with these cases by automating the clerical tasks using decisions based on Buyer pre-defined business rules.

- **Move to a 'digital by default' organisation:** Government bodies, driven by the Government Digital Strategy (GDS) to innovate and digitise operations, have invested heavily in new front-office digital services for end customers. The integration with legacy back-office systems has been patchy often requiring manual intervention to make decisions or manual re-entry of data. Robotic automation can help remove this rework by leveraging the UI-layer of the back-office systems.

4 Our Approach

Capgemini's RPA offering can be provided as a discrete service or as part of a wider digital transformation programme. The actual service will be agreed in consultation with the Buyer to meet its specific need but typically Capgemini's method, developed through extensive experience, consists of four key steps:

- **Scan**: analyse the process landscape in consultation with the Buyer and evaluate a candidate process' suitability for robotic automation based on agreed criteria, application services consumed and whether there is an impact on the technical infrastructure. Understand technical requirements for a Cloud deployment. Evaluate the outline business case for the 'to-be' operation.

- **Discover**: define in detail any additional infrastructure required, Proof of Concept work if required for changes to the software / technical architecture, agreeing the development pattern and prioritising requirements, structuring the overall delivery approach

- **Deliver**: feature delivery teams, incorporating Buyer business personnel, delivering progressive robotic automation and functionality

- **Service Management Support**: provide product training to Buyer business staff, incident management and updates of robotic automation configurations and builds.

The approach is flexible and can be tailored to fit with specific Buyer's requirements and process maturity to help determine the preferred robotic automation strategy. Involvement from business users is essential to the successful implementation and knowledge transfer and the goal is for businesses to become more autonomous in delivering robotic automation opportunities.

5 Buyer Responsibilities

The Buyer is responsible for the provision of appropriate number of licenses for the robotic automation software for Capgemini to use.

6 Service Management

In deploying support services, Capgemini uses Agile DevOps processes and methods to develop intelligent automations and maintain/support automations in Production. Capgemini can help a Buyer build the same capability in-house, providing training and support. The DevOps approach, applied with the correct delivery and service governance, is the most efficient way of delivering a high performing automation service.

7 Protection of Data

This service is based on a security classification of 'Official', however should the Buyer have a requirement for a different security classification that the Buyer would like Capgemini to consider, please contact Capgemini to discuss.

8 On-boarding and Off-boarding

Prior to the execution of the Order, Capgemini 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.

Capgemini will 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.

9 Skills and Knowledge Transfer

Capgemini recognises skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

10 Vendor Accreditations/Awards

For the 12th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

Capgemini remain focused on remaining relevant with new offerings from RPA and IA vendors. Maintaining certifications and accreditations across our team to ensure the best service can be offered to the buyer. Capgemini has c.1,500 certified UiPath developers, c.500 certified Blueprism developers, c.700 certified Automation Anywhere developers and c.110 certified Workfusion developers.

11 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service, where appropriate and agreed with the needs of the Buyer:

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

15 Termination Terms

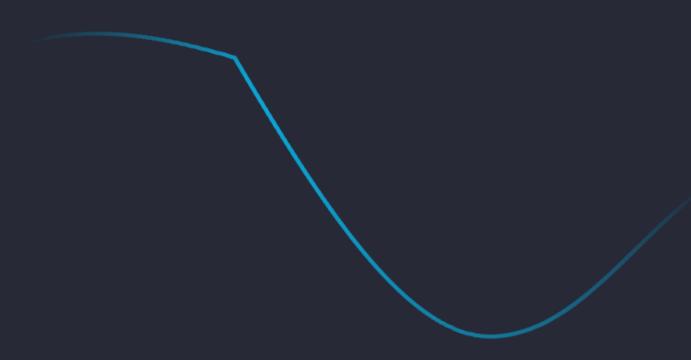Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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