



Microsoft Intelligent Automation Services

Service Definition Document



Introducing

Robiquity

About Robiquity

- **Established:** 2016
- **Specialist:** automation, low code and AI specialist services provider
- **Technology:** Microsoft Power Platform, Blue Prism, UiPath
- **Secure:** 80% of staff hold NPPV3 + SC clearances
- **Approach - Rethink, Reimagine and Redesign:**
 - Co-innovation partnership
 - Discovery & design
 - Rapid prototyping
 - Agile development - scale and embed what works
 - Up-skill and knowledge transfer – citizen development and pro-development



Some of our clients





Robiquity Service Catalogue

End-to-End Service Support to Maximise Your ROI



Design Thinking

Service design enhances user experience and efficiency by employing a holistic, co-creative approach to innovate and streamline services, ensuring they are user-centred, effective and seamlessly integrated.



Intelligent Automation

Intelligent automation streamlines complex processes, boosts efficiency and enhances decision-making by integrating artificial intelligence into everyday operations.



Low-Code Solutions

Low-code solutions accelerate digital transformation by delivering solutions faster and cheaper through rapid application development.



Data and Analytics

Data and analytics capabilities unlock actionable insights, drive strategic decision-making and foster a culture of informed decision making through the deep analysis of trends and performance metrics.



Artificial Intelligence

Our AI Services integrate cutting-edge artificial intelligence to enhance your operations, revolutionise your capabilities, boost your creativity and drive outcomes.



Managed Services

Managed service capabilities provide organisations with operational reliability, strategic IT support and continuous optimisation, allowing you to focus on core functions while experts manage your technological infrastructure.

Alignment with Public Sector Priorities



AMBITION	CASHABLE SAVINGS/ COST AVOIDANCE	EFFICIENCIES/ PRODUCTIVITY	IMPROVED EXPERIENCE	REGULATORY AND COMPLIANCE	INTERNAL SKILLS DEVELOPMENT
HOW?	- Deliver items on IT roadmap faster and cheaper - Replace expensive third-party licensed systems	Refocus human time on higher-value, cognitive work	- Remove administrative burden - Reimagine fragmented processes - Digitise experiences and promote better services	- Standardise processes - Create clear audit trails - Improve adherence to SLAs - Real-time monitoring and alerts	- Knowledge transfer via blended teams - Dedicated training - Hackathons
ROBIQUITY PROOF POINTS	Through scaling low code, automation and AI, Robiquity helped a client achieve £8m cashable annual benefits and an 8:1 return on the Microsoft Power Platform.	Robiquity established a client's CoE delivering c.30 processes reimaged in the space of 12 months driving 85 FTE equivalent/cost avoidance benefit.	"I believe now I have my work life balance back. I would not want to have to go back to old ways of working."	Robiquity brought a police force's average disclosure time down from 64 days to an average of 17 days, (well within the applicable 28-day SLA).	Established client's CoE and up-skilled (via competency frameworks, knowledge transfer, tailored training) our client's internal team (BAs and Developers) to build self-sufficiency.



Microsoft

Intelligent Automation Services



Microsoft – Intelligent Automation Services

DESCRIPTION

Robiquity delivers Microsoft Intelligent Automation services to optimise business processes, reduce operational costs and improve productivity.

Robiquity leverages Microsoft tools to design, build and manage software robots and AI-driven workflows across enterprise environments.

FEATURES

Process Discovery & Assessment: identify opportunities, evaluate ROI and prioritise.

RPA Design & Development: Microsoft unattended and attended bots.

Intelligent Automation: combine Microsoft RPA with AI/ML, OCR, other.

Workflow Orchestration: integrate Microsoft with cloud and legacy systems.

Technology Implementation: implement Microsoft to meet organisational requirements.

Governance & CoE Support: scale securely with Microsoft CoE.

Monitoring & Optimisation: track, measure, continuously improve Microsoft performance.

Change Management: train staff, manage adoption and ensure smooth transition.

BENEFITS

- Increased operational efficiency and reduced manual effort.
- Improved accuracy and compliance through automated processes.
- Rapid deployment of bots across multiple business functions.
- Cashable savings from reduced operational costs and process rationalisation.
- Scalable, governed automation capability.
- Future-ready automation with AI augmentation for complex decision-making.

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