

G-Cloud 15

Liberty Robotic Process Automation (RPA)



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What is Liberty Robotic Process Automation (RPA)?

Liberty RPA is an enterprise robotic process automation solution designed for organisations that need to automate repetitive, rule-based tasks quickly and securely. It enables teams to build, deploy and manage automation flows with minimal coding, using an intuitive drag-and-drop interface.

Liberty RPA supports both attended and unattended bots, allowing automation to run on-demand or on schedule across desktop and web applications. Bots can interact with systems where APIs are unavailable, bridging gaps between legacy and modern platforms. Integration options include API triggers, email triggers and event-based workflows, making Liberty RPA ideal for streamlining processes across multiple systems.

Key Capabilities:

- Visual automation studio for rapid workflow design and deployment.
- Support for Python scripting for advanced automation scenarios.
- Intelligent element recognition with Liberty Wand for robust UI automation.
- Optical Character Recognition (OCR) for document handling and data extraction.
- Centralised bot management, scheduling and credential vault within Liberty Controller.
- Embedded AI features to optimise automation performance over time.

Liberty RPA can be deployed standalone or extended as part of the Liberty Platform, adding low-code application development, AI-driven decisioning and advanced customer engagement tools when required. Hosted in UK-based AWS environments with ISO and Cyber Essentials certifications, Liberty RPA operates within a governance framework designed for public sector compliance.

What challenges do people tackle with Liberty RPA?

Liberty RPA helps public sector organisations overcome inefficiencies caused by manual, repetitive tasks and lack of system integration. By automating rule-based processes, Liberty RPA accelerates workflows, improves accuracy and compliance, and frees staff to focus on higher-value activities.

Common use cases include:

- **Data entry and extraction:** Automate collection and transfer of data across multiple systems and documents.
- **Customer service:** Reduce back-office workload and enable faster responses in contact centres.
- **Report generation:** Gather and consolidate data from multiple sources for accurate reporting.
- **Reconciliation checks:** Verify and reconcile data between systems to ensure compliance.
- **Account opening and closing:** Automate multi-step processes across legacy and modern systems.
- **Customer and employee onboarding:** Streamline setup, communications and system updates.
- **Customer enquiries and complaints:** Automate triage and routing of inbound emails and documents.
- **Exception handling:** Monitor high-volume transactions and manage exceptions with automated workflows.
- **Document processing and validation:** Use Optical Character Recognition (OCR) to extract and validate data from scanned documents.

Liberty RPA is proven in practice across UK public sector and NHS organisations, helping teams reduce operational costs and improve service delivery. It operates within a governance framework aligned to public sector standards, ensuring security and compliance at every stage.

How does Liberty RPA work?

Liberty RPA provides all the capabilities required to design, deploy and manage automation in one platform. It is built for scalability, security and ease of use, enabling organisations to automate processes quickly and reliably.

Developer Tools:

- **RPA Studio:** visual drag-and-drop interface for building automation flows, with optional Python scripting for advanced scenarios.
- **RPA Bots:** attended and unattended bots to run processes on-demand or on schedule across desktop and web applications.
- **RPA Wand:** machine learning-based element recognition for robust UI automation, even when screen layouts change.
- **RPA Trace:** record processes as they are performed to accelerate automation design.
- **Liberty OCR:** extract text from scanned documents and images for automated data handling.
- **Liberty Controller:** centralised management for bots, processes and credentials, including:
 - Bot provisioning and secure connectivity.
 - Scheduling and intelligent queueing.
 - API and email triggers for event-based automation.
 - Version control and audit trails for governance.
 - Notifications via email, SMS or collaboration tools.

Deployment and operations:

- Bots run on Windows desktops or in virtual remote desktop (VRDP) sessions.
- Hosted in UK-based AWS environments with ISO and Cyber Essentials certifications.
- Governance framework includes credential vault (ensuring secure bot authentication), audit logging and role-based access controls.

Liberty RPA also includes embedded AI capabilities to optimise automation performance over time. It can operate standalone or integrate with the Liberty Platform to add low-code application development, intelligent document processing and advanced engagement tools when required.

AI Capabilities in Liberty RPA

Liberty RPA includes embedded AI capabilities that enable organisations to automate processes more intelligently, improve decision-making and optimise performance over time. These features are designed to be practical and accessible, configured through rule actions within automation flows—without requiring specialist technical skills.

Key AI capabilities:

- **Adaptive Automation:** Liberty RPA uses machine learning to improve bot resilience and performance, adapting to changes in screen layouts and workflows.
- **Intelligent Element Recognition (Liberty Wand):** Machine learning-based UI recognition ensures bots can locate elements even when screen positions or attributes change.
- **NLP services:** Apply Natural Language Processing tools to automate text-based tasks, including:
 - Sentiment Analysis to interpret tone and feedback.
 - Text Summarisation to condense lengthy communications.
 - Keyword Extraction to identify and store key information.
 - Text Enhancement to correct and refine written content.
- **Machine Learning and Predictive Models:** Build custom predictive models within Liberty AI to forecast outcomes and optimise workflows. Supported model types include:
 - Data classification
 - Data regression
 - Text classification
 - Text regression
 - Time series forecasting.
- **Knowledge Management:** Group related data and documents into dynamic collections for smarter automation and faster responses.
- **Ask Liberty AI:** Enables conversational AI-powered text generation within Liberty RPA, allowing users to pass a prompt and receive an intelligent response.
- **Code Generator:** Converts natural language queries into Python code using Liberty AI's generative capabilities.
- **Flow Generator:** Automatically generates flow logic from natural language prompts, reducing development time and supporting non-technical users.

Planned AI Enhancements:

Liberty RPA's AI roadmap includes advanced capabilities designed to further automate and accelerate application development:

- **Agentic Workflows:** AI-driven orchestration of multi-step processes, enabling applications to complete tasks autonomously across systems based on defined goals and governance rules.

All AI capabilities operate within Liberty's governance framework, ensuring secure, compliant, and controlled use of AI in public sector applications.

Contact

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