

Robotic Process Automation

G-Cloud 15 Service Definition

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1 Introduction

Agilisys is a leading innovator in AI-enabled Software-as-a-Service (SaaS) solutions for the UK public sector. With over two decades of experience supporting local authorities, central government, healthcare, and emergency services, Agilisys leverages advanced artificial intelligence and cloud technologies to deliver transformative outcomes across a wide range of services.

Our commitment to continuous innovation empowers public sector organisations to modernise operations, enhance service delivery, and meet evolving regulatory and operational challenges. By combining deep domain expertise with cutting-edge digital platforms, Agilisys enables clients to unlock new efficiencies, improve citizen experiences, and build resilient, future-ready organisations.

2 Who this Service is For?

This service is designed for UK public sector organisations—including local authorities, NHS bodies, government agencies, education and social care teams, and multi-agency groups—seeking to deploy Robotic Process Automation with the aim of improving statutory performance, increase productivity and reducing errors, and modernise operations. It is ideal for services that handle high volumes of paperwork, documentation, evidence, and casework which involve multiple steps in their processing and may require significant manual input.

3 Robotic Process Automation - an overview

Increasingly, our customers are recognising that new and emerging technologies, such as Robotic Process Automation (RPA), cognitive learning and the Internet of Things (IoT), are both profoundly impacting and transforming the future workforce.

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RPA offers digital speed to time/cost savings, demand management solutions and improved process quality and consistency. The successful and sustainable organisations of tomorrow will be those who embrace the next wave of robotics technology and future technology to drive business and social outcomes.

Our services cover the full end-to-end of Software as a Service (SaaS) Robotic Process Automation (RPA) and Artificial Intelligence. This ranges from an initial process assessment of your environment to automation delivery to helping you develop your own RPA Centres of Excellence and AI self-sufficiency:

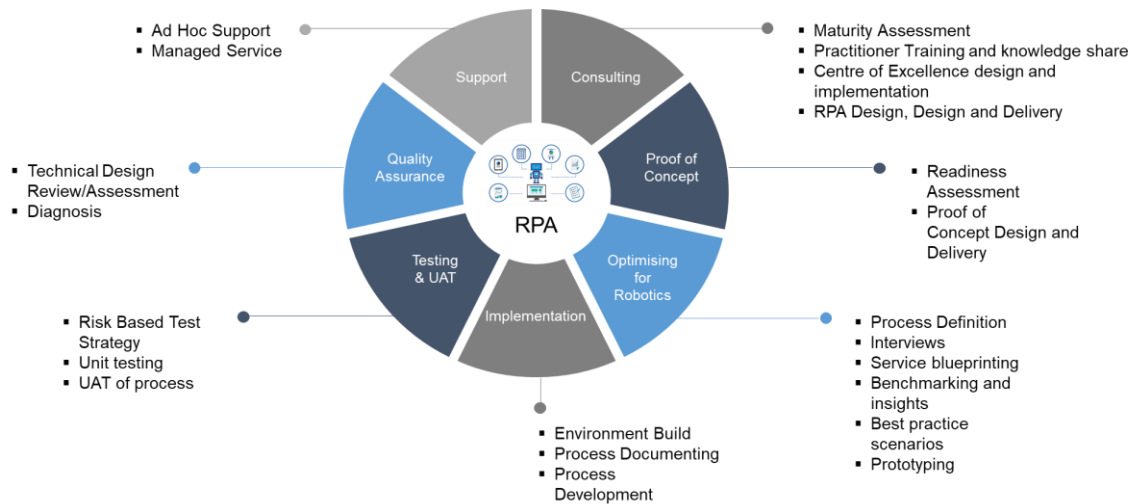


Figure 1: The Agilisys RPA Offer

4 Detailed Service Description

Our RPA and IT services have been designed to accelerate automation adoption and enable transformation. We combine technology, tested methodologies and skills that unleash the power of Artificial Intelligence and RPA and minimise the complexity that can sometimes come with implementation.

We put strategy before technology and deliver the skills, experience and capacity needed to make the right decisions to transform services.

Our customers have been able to gain rapid return on investment through “quick wins,” which have included:



Human Resources	Customer Services	Finance & Accounting	ITSM
- Recruiting process - Onboarding - Payroll - Benefits administration - Payslip management - Time and attendance management - Education and training - Compliance reporting - Termination	- Query assignment and prioritisation - One-touch / simple query response - Out of hours responses - Incoming customer information - Validation checks - Customer notifications	- Customer/supplier onboarding - Portal queries - Price comparisons - Market intelligence - Contract terms - Order processing - Delivery reconciliation - Data extraction	- Starters, movers, leavers - Self-service - Asset Management - Reporting dashboards - Knowledge management - Test and release - Supplier management - Demand and capacity

Figure 2: How Agilisys sees our customers benefiting from RPA

Our RPA Services enable clients to complete delivery faster, more accurately and more efficiently, enabling human resource to focus on customer needs and deal with the more complex and/or value-adding activity.

At Agilisys, we recognise that no one size fits all which is why we have partnered with some of the world's leading Robotics software providers, ensuring we can be technology- and vendor-agnostic:

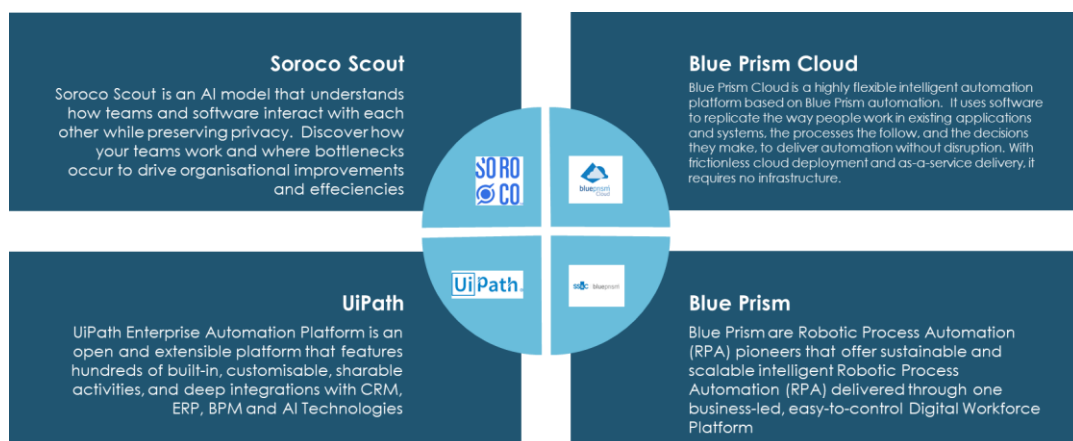


Figure 3: Agilisys RPA Partners

5 Advisory Services



We offer:

- Automation strategy definition
- Value assessment
- RPA Tool selection and TDA
- Infrastructure Design and Recommendations
- Process Assessments
- Pipeline identification
- Implementation and Deployment services
- Design, Build and Test services (both configuration and customisation)
- Deployment services.

5.1 Strategy, Planning and Design

The Agilisys RPA service approach is highly tailorable to the needs of our clients, and we draw on our extensive experience delivering digital transformation to our clients.

For each RPA project we deploy expert consultants who are certified RPA Practitioners across all key platforms, all with considerable experience transforming organisations and services for automation.

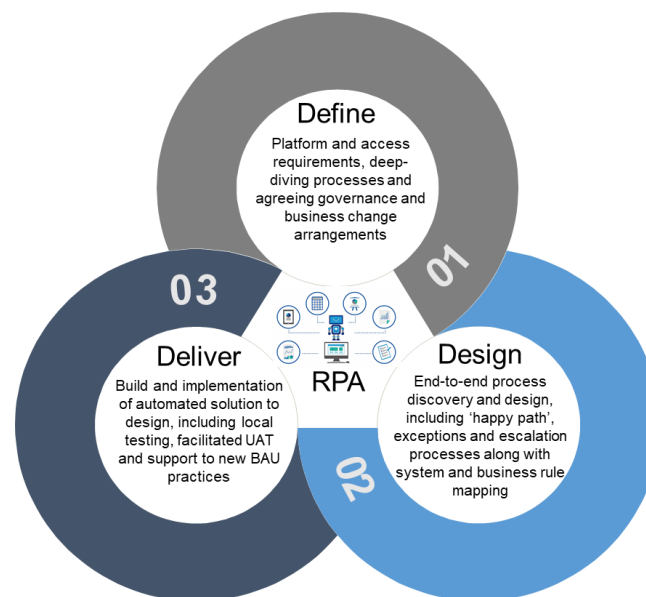


Figure 4: Our three-phase approach.

Our experience has given way to a best practice approach. At a high level, this approach is made up of three phases for delivering end-to-end RPA implementations to our customers, as shown in Figure 4.

For each 'full' RPA Service project, we produce the following deliverables:

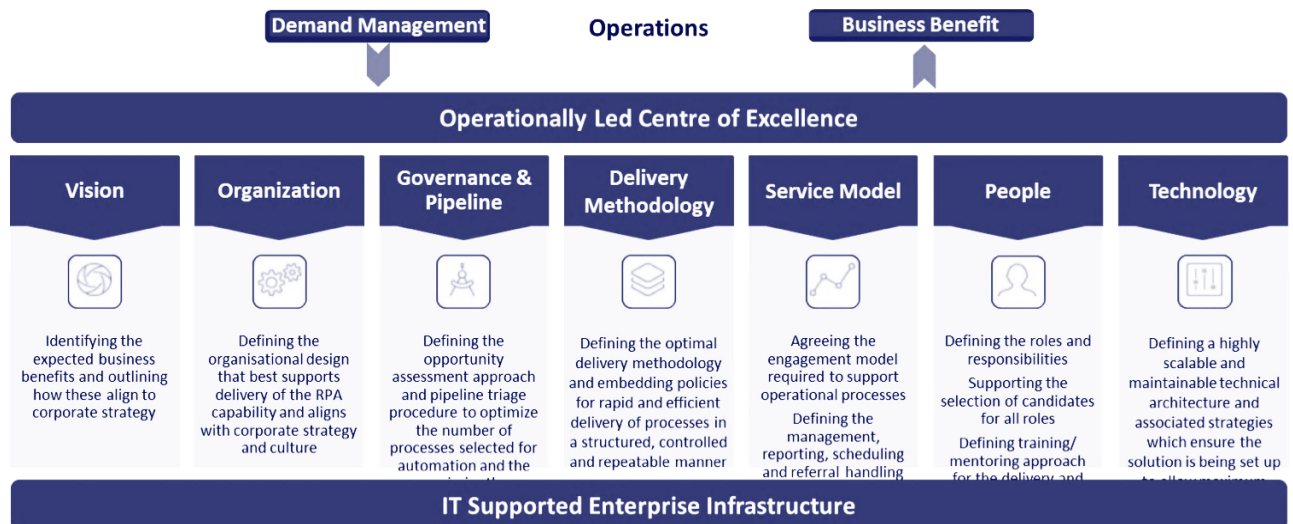


Figure 5: Our Deliverables

5.2 Centres of Excellence

Most of our clients are keen to develop internal RPA capability. Our delivery methodology involves a collaborative partnership with service representatives and local RPA teams to ensure transfer of knowledge and best practice.

Some clients have had existing capability to be further developed, some do not. In all cases we have the means to create and upskill automation capabilities at all levels so that a core local team have stand-alone capability in RPA, leaning on our expertise in an advisory capability when required for specific challenges.



The diagram above shows the successful use of this approach with other clients, taking an operational-led approach to organisation-wide execution.

6 Licences (Resold Services)

As a Partner to several the biggest RPA providers we are able to offer licenses either as part of an implementation or on a standalone basis.



The latest vendor pricing is maintained on the vendors' websites which can be found here:

- <https://www.blueprism.com/products/>
- <https://www.blueprism.com/products/blue-prism-cloud/>
- <https://www.uipath.com/solutions/industry>

7 Onboarding and Offboarding

7.1 Onboarding Robotic Process Automation

Onboarding begins with a collaborative discovery phase to understand the current situation and establish the scopes for the application of automation within your organisation. Our team works with you to establish the governance processes, plan and approach, followed by technical discovery with subject matter experts within your business. In brief, we:

- We start by establishing an RPA Centre of Excellence (CoE), We define roles, responsibilities, and escalation paths, plus a reporting cadence and agreed milestones
- Perform Process Assessment & Discovery during which we conduct workshops and audits to identify automation candidates. We undertake process discovery to ensure processes are optimized before automation (avoid automating broken processes).
- Business Case Development involves building ROI models and cost-benefit analysis and the definition of KPIs for success (e.g., productivity gains, error reduction).
- We undertake Infrastructure Readiness and validate the hosting model (Cloud, SaaS, or On-Prem).
- Ensure compliance with GDPR and security standards (ISO 27001, SOC 2).
- Governance & Change Management is key to ensuring a successful deployment.
- Licensing & Commercial Setup involves choosing enablement options (starter packs or full managed service).

7.2 Offboarding Robotic Process Automation

When transitioning out of our Intelligent Automation service, Agilisys ensures a secure and orderly handover to the client's internal teams or a nominated successor provider.

- Knowledge Transfer: Handover functional and process documentation, including relevant run-books, Target Operating Models, and tech roadmaps to the client or successor provider.
- Credential & Access Management: Securely transfer environment credentials and revoke Agilisys access.
- Data Governance: Delete all client data retained in provider systems per GDPR and internal data governance policies; provide formal confirmation of data destruction.



- **Artefact Delivery:** Share agreed artefacts (e.g., SOPs, automation scripts, configuration files) for ongoing use.
- **Compliance Assurance:** Ensure minimal operational impact and maintain regulatory compliance during transition.

Our offboarding process is designed to maintain compliance and support a smooth transition with minimal operational impact.

8 Support

Our support, service provides core business hours support (09:00–17:00, Monday to Friday).

- Comprehensive, tailored training, onboarding support, and ongoing customer service.
- Structured onboarding and training programme, supported by dedicated Customer Success Team.
- Ongoing technical support and customer service available 09:00–17:00, Monday to Friday, with best-effort coverage outside these hours.

Additional customisation and implementation support in addition to that provided during onboarding can be obtained through our Professional Services practice, the Rate Card for these services is available in the accompanying Pricing Document.

9 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services provided in the accompanying pricing document for this G-Cloud service.

- Transparent, all-inclusive pricing model.
- Subscription fee includes configuration, onboarding, training, ongoing support, hosting, maintenance, and upgrades.
- No additional or hidden costs for training, implementation, support, or future system updates.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

10 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

- GDPR-compliant and certified to ISO 27001, with adherence to the Data Protection Act 2018 and National Cyber Security Centre (NCSC) Cloud Security Principles.
- Connects to the latest GenAI models, hosted in an encrypted environment



- Data hosted, stored, and processed inside the UK/EU/EEA, encrypted in transit (TLS 1.2+) and at rest (AES-256).
- Strict access controls, including Single Sign-On (SSO), Multi-Factor Authentication (MFA), and Role-Based Access Controls (RBAC).

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



11 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.