

Intelligent Automation

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

This service is for Public Sector organisations who wish to embark on the implementation of automation across their business, seeking cost-effective digital transformation and improved citizen services.

3 Intelligent Automation - an overview

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

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 e.g. Intelligent Automation. 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:

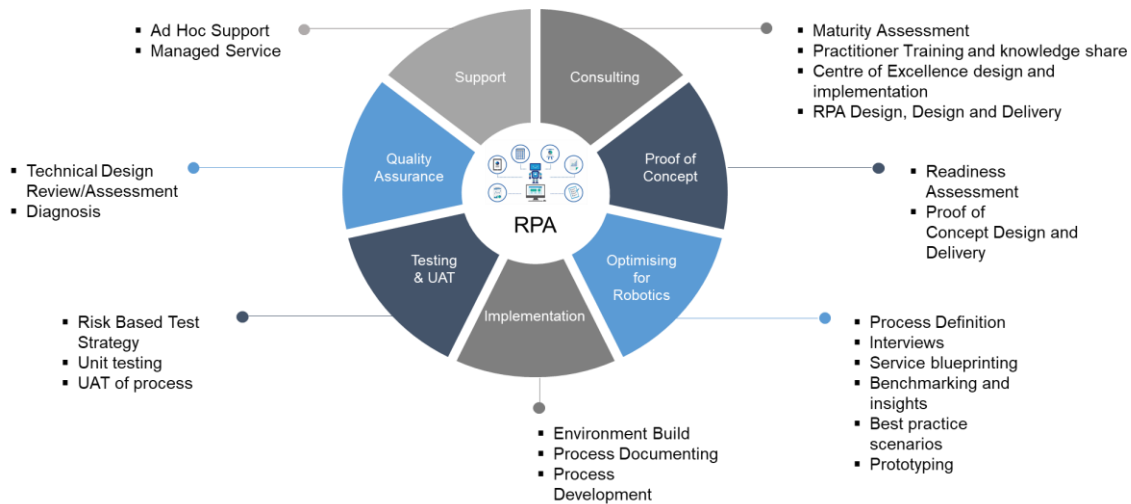


Figure 1: The Agilisys Intelligent Automation Offer

4 Service Description

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

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:

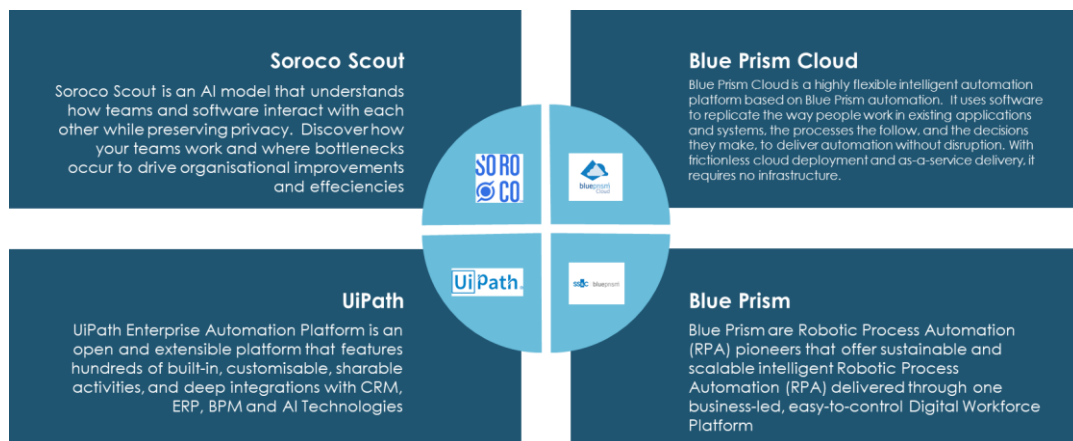


Figure 3: Agilisys RPA Partners

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4.1 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 significant experience transforming organisations and services for automation.

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.

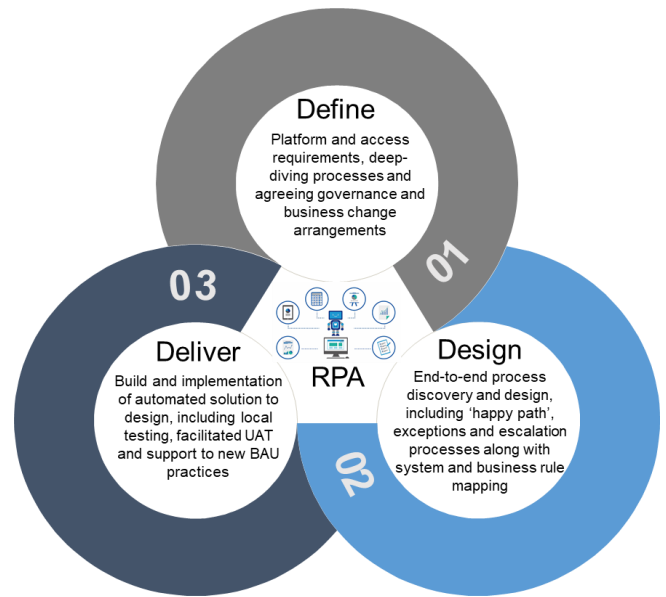


Figure 4: Our three-phase approach

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



Figure 5: Our Deliverables

4.2 Develop 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

5 Advisory Services

We offer:

- Infrastructure Design and Recommendations
- Automation strategy definition
- Value assessment
- RPA Tool selection and TDA
- Process Assessments
- Pipeline identification
- Benefit analysis and Business case development
- Implementation and Deployment services
- Design, Build and Test services (both configuration and customisation)
- Deployment services
- Support
- CoE design, build, implementation and support

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>

In many circumstances, Agilisys has access to preferential vendor pricing which we can offer customers.



7 Managed Services

The focus of our managed service is to provide a mechanism and specific pre purchased days to allow support cases to be raised with Agilisys and directed to the RPA development team for triage and resolution:

- Provide a single point of contact for RPA support
- Assign case number for tracking and monitoring
- Provide initial triage of the reported issue and resolve for common control room issues
- Advise estimate of total time required to provide, test and implement resolution for reported issue should additional development be required

8 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our Education Transformation Services.

8.1 Onboarding Intelligent 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).

8.2 Offboarding Intelligent 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.

9 Compliance and Security

Agilisys is ISO 27001 certified and Cyber Essentials Plus accredited. We implement best-practice security measures, including vulnerability scanning, anti-phishing campaigns, and advanced threat protection, ensuring the safety of sensitive school data.

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.

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:



10 Pricing and Terms

Pricing is transparent and aligned with G-Cloud requirements. Standard support hours are included, with additional rates for out-of-hours and onsite visits. Detailed rate cards are available upon request.