



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

RPA Automation and AI with UiPath

Introduction

We are committed to public service and empowering the public sector to provide outstanding digital services centred around citizens.

We are convinced that appropriate solutions can unlock the potential of the public sector to consistently deliver superb experiences for both citizens and staff. Our dedication lies in facilitating digital transformation within the public sector, on their terms and at their chosen pace, by equipping them with UiPath Automation, RPA and AI solution platforms that enhance their digital independence.

Robotic Process Automation (RPA) plays a key role in this transformation by offering an enterprise intelligent automation platform that:

- Any Public Sector organisation can attain a high level of automation
- All work that can be automated is delegated to personal digital assistants (software robots), spanning from the back office to the front office.
- Every individual can have access to a personal digital assistant (or "Co-Bot").
- A suite of pre-built automations is available on every person's desktop to assist with daily tasks.

Understanding AI-enhanced UiPath Robotic Process Automation (RPA)

Enabling the realisation of benefits across multiple dimensions within agencies and departments, where:

1. People engage in work that excites them while everyone has a digital assistant on their desktop handling the mundane day-to-day tasks on their behalf.
2. Technology recedes into the background as the hundreds of applications and thousands of databases currently sprawling across organisations are integrated into a coherent whole.
3. As skilled digital assistants automate increasingly sophisticated business scenarios, this propels productivity, efficiency, and satisfaction to new heights.

UiPath offers a comprehensive end-to-end automation platform for enterprises

1. UiPath delivers true end-to-end automation, providing significant and rapid returns, often presenting the optimal route to efficiencies, effectiveness, and enhanced delivery of Public Services.
2. The UiPath platform is an open, extensible suite of tools that supports all stages of the automation journey for organisations in the Public Service sector.
3. Begin with 'Packs' designed for a quick start, helping to identify prime automation opportunities; construct software robots swiftly using drag-and-drop tools; then assess ROI with analytics linked to outcomes crucial for Public Services.
4. Expand into broader and more complex automations from the front office to the back office, utilising advanced tools and capabilities. The UiPath methodology underpins a well-structured governance process throughout the lifecycle of discovering, building, running, and measuring the business impact of software robots.
5. The cloud-native UiPath platform meets the delivery needs of any organisation, making it the strategic choice for starting quickly, scaling effectively, and remaining secure while boosting both

current and future automation ROI.

6. The UiPath platform can be implemented in three ways:

- **Automation Cloud** – as SaaS (public cloud): *Start instantly, scale infinitely, no installation is required, supported by UiPath*
- **Automation Suite** – as a single containerised suite (on-prem or public cloud): *One package to install, easy to update, built-in K8s management, supported by UiPath*
- **Individual Products** – separate products for self-installation and management: *Multiple products, installed on physical/virtual hardware, supported by UiPath*

The UiPath Platform encompasses every stage of automation—from identifying prime opportunities to developing software robots and calculating their ROI, along with everything in between. It's all integrated within a centrally managed, comprehensively governed, secure platform that is capable of scaling up continuously.

Achieve Organisation-wide Automation with UiPath

Discover Processes

Discover everything worth automating and manage an organisation-wide automation rollout.

Process Discovery Capabilities:

- **Automation Hub** provides a method to manage any automation rollout with immediate visibility and control. Crowdsourcing automation ideas from employees through a straightforward submission form, it allows for instant feasibility and ROI assessments, gathers all documentation for future automations, and facilitates collaboration to expedite the journey from automation discovery to delivery.
- **Process Mining** analyses data from business applications (such as ERP and CRM) to identify which end-to-end processes should be automated and the optimal approach to do so (as well as demonstrating the impact). Export the information to Automation Hub to accelerate implementation and avoid manual transfers.
- **Task Mining** utilises AI to uncover patterns and variations in daily tasks, evaluating them for ease of automation and potential cost savings. Export these findings to process documents or directly to UiPath Studio for rapid robot construction.
- **Task Capture** enables the automatic documentation of both attended and unattended processes. Export the build-ready workflows directly to UiPath Studio. It simplifies the requirements gathering process for both business process specialists and robot developers.

Automation Development

Build automations quickly from the simple to the advanced.

Development Capabilities:

- **Studio** is where developers create and test automations, including the applications they depend on, such as web, mobile, SAP, and virtualised desktops. There's API integration with an ever-expanding array of applications, technologies, and platforms, and with pre-defined activities, drag-and-drop modelling, and a workflow recorder, simple tasks can be automated with minimal coding.
- **StudioX** enables everyone to create automations. Building a bot in StudioX is akin to creating a macro

in Excel. Tech-savvy employees — "citizen developers" — can quickly automate tasks for themselves and their team without the need for developer resources or coding expertise.

- **Document Understanding** utilises "drag and drop" for data extraction and interpretation directly into automations in UiPath Studio, allowing software robots to process virtually any document type and format, including tables, checkboxes, and even signatures and handwriting. As the human team reviews exceptions or validates data, the robots learn and enhance their accuracy over time.
- **Integration Service** enables developers to seamlessly combine world-class UI automation with API automation—simply and easily from within UiPath Studio; swiftly building automations that require APIs, as well as those that span both API and non-API apps and systems. This includes dealing with both modern and legacy technologies commonly found across the Public Service. Integration Services also facilitates centralised governance of API access. Choose from a large and expanding catalogue of prebuilt, best-in-class connectors, use Activity Packs for a uniform integration experience across all UiPath Studio/StudioX designers, and enable robots to react and respond automatically with server-side triggers.
- **Marketplace** offers hundreds of pre-built RPA and AI templates and solutions to accelerate automation. This enables the initiation of new RPA projects by accessing dozens of UiPath Marketplace templates directly from UiPath Studio. These can also be contributed back to over 100,000 Marketplace users, including enterprise customers, RPA developers, and automation experts.

Run Automations

Run automations using intelligent, reliable, resilient, and adaptable software robots capable of undertaking a variety of tasks.

Automation Capabilities:

- **UiPath Robots** can automate practically anything, from reading documents and recognising dynamic interfaces to understanding conversations, working with the existing technology within the organisation. In the Public Service, they can also help bridge gaps in processes between the often siloed systems and technologies of different departments and agencies.
- **Automation Cloud Robots** are SaaS robots hosted in the UiPath Automation Cloud, operating as many instances as needed. There are two types:
 - **A VM Automation Cloud Robot** is a Windows virtual machine created on-demand in Automation Cloud. It provides an unattended robot that can incorporate existing software and configurations and will scale as necessary.
 - **A Serverless Automation Cloud Robot** is part of a "ready-when-you-are" pool of robots that will immediately and securely execute selected automation jobs on demand. With straightforward browser-based access, Windows, Mac, or Linux users can send work to Automation Cloud Robots and have it executed instantly in Automation Cloud.
- **Attended Robots** work alongside people in an organisation via UiPath Assistant. It's a desktop launchpad that provides the workforce with access to attended automations to assist with their day-to-day tasks — and allows for full centralised control where needed.
- **Unattended Robots** operate independently in the background and manage task-heavy, long-running processes. They check in with the team for validation or if there is a question or exception, via UiPath Action Center.
- **Test Robots** are unattended robots programmed to run automated test cases against applications or RPA workflows, and it is possible to run test robots on multiple machines in parallel.

Manage and Optimise Automations

Deployment, Management and Optimisation Capabilities:

- **Orchestrator** is the core of automation management. Deploy, monitor, optimise, and secure the entire digital workforce with enterprise-scale integration and compliance — regardless of size. Utilise

UiPath Orchestrator instantly as SaaS from the UiPath Automation Cloud™ or on-premises, in virtual machines, in private or public cloud, Linux VM or as a cloud-native single containerised suite via UiPath Automation Suite.

- **Test Manager** facilitates the governance and monitoring of automation quality. It supports test planning and execution, requirements, and defect traceability. It includes comprehensive test reporting and seamlessly adapts to the environment with ready-to-use integrations.
- **AI Center** simplifies the usage of new machine learning models. Use existing models, add new ones, and simply drag and drop them into automation workflows via UiPath Studio. Monitor and manage the software robots' AI capabilities, and continually train and improve skills with human-validated data.
- **Insights** delivers powerful embedded analytics to measure, report, and align automation operations with specific KPIs and strategic service outcomes. Available for both cloud and on-premises deployments, it offers unlimited viewers and dashboards.
- **Data Service** provides robust no-code data modelling and storage solutions for automations while ensuring seamless access, enterprise-grade security, and scalability of the data.

Engage People and Robots as One Team

Foster a unified team of people and robots to collaborate effortlessly on any process.

How?

Apps enable the creation, use, and sharing of sophisticated automation-powered business applications in a low-code manner, allowing for the rapid development of visually attractive professional apps using only a web browser and a comprehensive library of drag-and-drop controls. An app can be linked to one or several automations.

Action Center introduces a "human-in-the-loop" approach for automating complex processes that require exceptions, escalations, and approvals, enabling the automation of end-to-end processes through seamless human-robot interaction from a single platform.

Assistant is the fully governed and user-friendly launchpad that enables employees to interact with robots and robot-powered apps directly from their desktops. A compelling desktop interface allows staff to access and run all the automations their organisation has sanctioned for them, including ready-to-use automations from the UiPath Marketplace or the internal automation store in Automation Hub. The automations run concurrently on a desktop copy, allowing individuals to continue with their work uninterrupted. Additionally, since Assistant is integrated with Task Capture, anyone can begin documenting their soon-to-be automated processes directly from the Assistant launchpad.

Chatbots streamline access to the information, tools, and resources that teams require to interact with citizens and other stakeholders. UiPath seamlessly integrates the leading no-code, AI-powered chatbot from Druid into the UiPath Platform to facilitate automating conversations between people as straightforwardly as automating any other process. Trigger robots to perform actions such as checking order status or entering data into the internal CRM through chat windows, social messaging apps, or even voice, all in straightforward language.

Manage Entire Automation Program Comprehensively

Oversee and control the entire automation program at any scale, from start to finish.

How?

Automation Ops facilitates the governance of how automations are constructed and what users can do with them. It features comprehensive role-based access controls that integrate with organisational account directories. Quickly establish policies, repositories, and package resources in Automation Ops, a cloud-first, sophisticated web-based application that maintains control over automations while allowing developers the freedom to create their finest work.

UiPath Insights enables the operation of an effective programme and maximises investment returns on automation by assessing operational and business impact.

RPA Automation and AI Project Delivery Methodology

Your critical path to project success.

Project Managers are the key drivers of successful migrations, implementations, deployments and transformations.

They are the fabric through which effective communications, coordination and collaboration come together to create

positive change, and Core's Project Management team have the experience and expertise to lead that change.

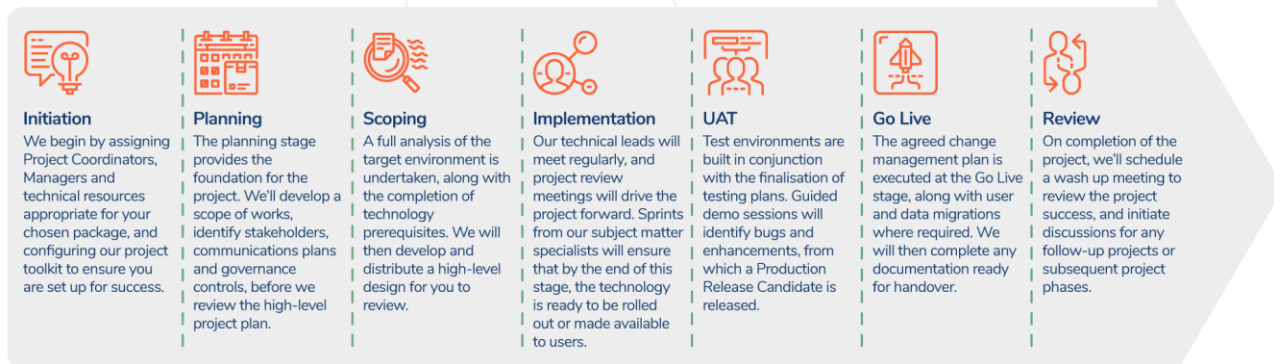
Delivering innovative, business transformation through technology and solutions can often create complex challenges. Effective planning, coordination and communication are key factors in any successful project, and our Project Management services have been developed to drive that success for you, so you can do focus on what you do best.

Whether we are managing small projects or complete programs, our experienced project managers and coordinators bring their extensive knowledge, skills, and tried and tested methodologies to the team, ensuring your project is delivered on time, within budget, and to specification.

For a true professional services engagement, we have a tried and tested approach that we have developed over 30 years to ensure we deliver consistent high value outcomes. Our approach is rooted in the Agile development method; and leverages rapid low-code development techniques to provide working automation solutions up to 78% faster* than conventional development methods.

How our Project Management works

Regardless of which Project Management package you choose, our team will deliver your project with the passion, energy, and expertise our customers have come to recognise as Core's professional and responsive culture.



Project Management by Core – Benefits

- Core's Project Management team are experienced in driving positive change through technology
- Our project methodology combines the stringent coordination of PRINCE2 with the fluidity of Agile practises
- Our Project Management team works with specialists across the technology spectrum every day, and understand the challenges associated within each function; and
- With three levels of Project Management to choose from, you can be sure Core can deliver the level of management your project requires.

Our packages

- *Project Coordination*: Project Coordination provides a basic level of governance designed for short term engagements, to ensure clear communications and successful management of project risk. Our coordination approach provides the minimum set of controls necessary to achieve a successful implementation across the project.
- *Project Management*: Our dedicated Project Manager will collaboratively lead the planning and production of the project deliverables, whilst reporting regularly to key stakeholders on the project health, scope, schedule and the status of key risks, issues, dependencies and decisions.
- *Custom Project Management*: Designed to support programs of work, and projects that are large, complex, high risk, contain multiple streams, or are conducted in regulated industries. Custom Project Management extends our standard project management offering with additional controls to manage risks and a more robust communications framework.

Enhanced RPA Automation and AI Solutions

Within the wider automation landscape, our RPA solutions benefit from a range of accompanying features:

- Intelligent automation powered by high-impact AI – providing user-friendly AI capabilities to accelerate workflows and enhance engagement.
- Rapid application development with low-code workflow automation platforms – facilitating process transformation, deployment of case management workflows, and delivery of enhanced digital experiences for both employees and customers.
- Enhancing overall customer experience with advanced contact centre solutions – revolutionising customer engagement by seamlessly integrating digital automation with human interaction.
- Business process analysis, understanding, and management – offering a comprehensive approach to rapidly document, analyse, and continuously improve business processes at scale, accessible and comprehensible to all levels within an organisation.

UiPath Support

Support for the UiPath Service follows Standard Service Hours: Monday to Friday, 9am–5.30pm (UK time), excluding UK public/bank holidays.

This support does not extend to applications running on the platform or content such as views, reports, configurations, or the customer's proprietary technology and internal infrastructure.

Critical faults on the UiPath platform (excluding deployed on-premise RPA Bots) are addressed 24/7/365.

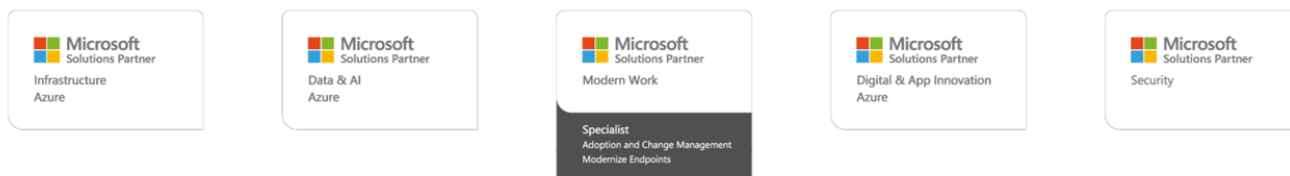
Pricing

Please see our uploaded Pricing document. Invoiced monthly.

About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK. Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



WINNER
CSP of the Year

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AWARDS 2023**

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