



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

RPA Automation and AI

Introduction

We are committed to enhancing public service by enabling the public sector to provide outstanding, citizen-focused digital services. Over the years, we have established a robust trust across the public sector, with our solutions being used by councils and NHS Trusts and Boards, among various other public sector entities. We believe that the right technological solutions empower the public sector to maximise its capacity to deliver superior experiences for both citizens and staff every day. Our goal is to support the public sector in driving digital transformation at their desired pace, by providing tools that enhance digital independence.

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

- Alleviates the workload on human staff by automating repetitive, routine on-screen tasks.
- Facilitates data integration with legacy or third-party systems where APIs are either unavailable or too restrictive.
- Enhances customer experiences by enabling quicker task completion by human agents and fostering more comprehensive digital interactions where integration issues would otherwise be an impediment.

The RPA toolset we use is designed to be user-friendly and powerful, making workflow automation straightforward and accessible for both experienced developers and business users. This approach not only simplifies the process but also accelerates the adoption and effectiveness of digital solutions in the public sector.

Understanding AI-enhanced Robotic Process Automation (RPA)

With AI-enhanced Robotic Process Automation (RPA), you can optimise your operations and enhance efficiency. Empower your staff to focus on more strategic tasks by automating routine, mundane, and repetitive activities.

RPA technology offers tools to construct, launch, and refine automation flows effortlessly, without requiring programming expertise. It also integrates seamlessly with your current desktop applications for automation purposes.

Accelerate transformation: Bridge the gaps between internal and external systems to improve speed and functionality.

Achieve rapid ROI: Develop and implement workflows quickly, which can be tested, executed, and expanded rapidly.

Automate intelligently: Deploy RPA solutions quickly using simple, ready-to-use tools. Identify issues and immediately implement solutions.

RPA makes automation accessible for both IT developers and business users. Allow teams to automate repetitive tasks across both online and desktop applications. Easily orchestrate workflows to be scheduled, or enable front-line workers to initiate them on-demand, simplifying their tasks.

RPA provides the tools necessary to rapidly and effectively bring your innovative ideas to fruition at scale.

Common Challenges Addressed by Robotic Process Automation (RPA)

Robotic Process Automation (RPA) frees human resources from repetitive tasks across various organisational functions hindered by inadequate system integration.

RPA's ability to quickly automate manual tasks enhances workflow efficiency, improves process streamlining, and boosts accuracy and compliance. Typical applications for RPA include:

- Data Entry and Extraction: Automate the collection, structuring, and dissemination of actionable data across systems and documents.

- **Customer Service:** Enable your contact centre team to focus more on meaningful human interactions by automating routine tasks.
- **Report Generation:** Automate the gathering and analysis of data from multiple sources to produce insightful reports.
- **Reconciliation Checks:** Streamline the process of collecting and analysing data to ensure accuracy and consistency in reports.
- **Account Opening and Closing:** Convert complex procedures and verifications across various systems into automated, rule-based workflows.
- **Customer and Employee Onboarding:** Manage initial setup, communications, system updates, and track ongoing progress efficiently.
- **Customer Enquiries and Complaints:** Automate the management of incoming emails and documents with rule-based sorting and handling.
- **Exception Handling:** Use workflows to manage exceptions by monitoring high volumes of transactions and data efficiently.
- **Document Processing and Validation:** Employ Optical Character Recognition (OCR) to read and extract text from various sources, integrating it into a structured, rule-based workflow.

How Does Robotic Process Automation (RPA) Work?

Robotic Process Automation (RPA) is engineered to simplify the creation, execution, and management of automation, making it easily accessible even for those without technical expertise. It features an intuitive automation studio equipped with a visual drag-and-drop interface for constructing automation flows.

Development Tools

Robotic Process Automation (RPA) offers functionalities through an intuitive interface that enables quick automation of tasks, including:

Robotic Process Automation (RPA) provides a range of functions through an intuitive interface to facilitate the rapid automation of tasks, including:

- **RPA Studio:** A visual process designer that allows for quick building of automations, with support for coding for advanced users. Users can construct automation 'flows' on a visual canvas, utilising dynamic search and drop-down menus to access predefined activities, such as automating Excel tasks by searching for Excel-related activities.
- **RPA Bots:** These are agents that execute the tasks defined in the RPA Studio. Bots can operate as 'unattended', running on a schedule without human intervention, or 'attended', triggered by users in one or several steps. Unattended bots can run on a physical desktop or within virtual remote desktop (VRDP) environments.
- **RPA Steps Recorder:** Employs machine learning to identify elements on the screen previously recorded, facilitating robust automation through the graphical user interface (GUI). Unlike simple pixel comparison, the Wand mimics human navigation behaviours, such as locating a button even if its position or appearance slightly changes.
- **RPA OCR:** Optical Character Recognition (OCR) technology converts text or images into machine-encoded text, useful for extracting text from applications, scanned documents, or images to produce editable text.

Deployment and RPA Bot Management

RPA bots are deployed as either unattended or attended bots. These bots can operate on Windows desktops, either on a physical machine such as a laptop or PC, or within a virtual remote desktop session.

RPA Management: Provides additional functionalities to manage your robotic workforce:

- **Bot Management:** Securely connect, assign, and manage licensing for bots.
- **Process Management:** Create and manage automated processes, including intelligent queuing, scheduling, API integration, and email-triggered processes.
- **Event Reporting:** Logs actions and changes made by team members for a comprehensive audit trail, including version control and historical overview of development/production versions.
- **Job Reporting:** Provides a detailed overview of jobs performed, with options to filter by date or

outcome, view logs, rerun jobs, and add notifications for job status via email, SMS, or messaging platforms like Teams, Slack, and Telegram.

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.

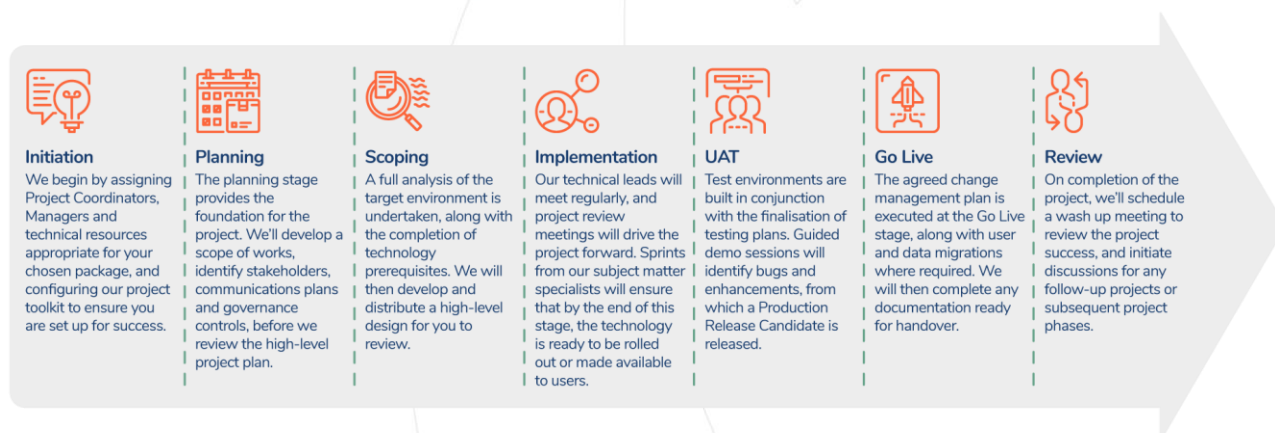
Delivering innovative, business transformation through technology and solutions can often create complex challenges. Effective planning, coordination and communication are key factors in any successful project, and our Project Management services have been developed to drive that success for you, so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

RPA Support

Support for the hosted RPA 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 RPA platform (excluding deployed on-premise RPA Bots) are addressed 24/7/365.

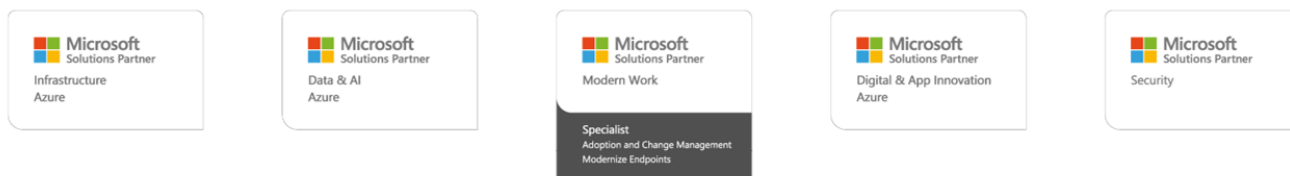
Pricing

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.



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CSP of the Year

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