



Trust. Value. Velocity

G-Cloud 15

UiPath Robotic Process Automation (RPA) Service

Contents

1.	About Mastek	3
2.	Summary	13
3.	Masteks Service.....	15
3.1	Discovery.....	15
3.2	Proof of Concept (POC)	15
3.3	Plan and Design	15
3.4	Implementation.....	15
3.5	Manage	15
4.	Key Features.....	16
5.	Business Benefits	17
6.	Technologies, Languages, Methods and Vendor Support	18

Table of Figures

Figure 1: Ideal Processes for RPA Implementation	13
Figure 2: Intelligent Automation Spectrum	14
Figure 3: RPA Phases, End-to-End Support	15

1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection and Defence. The majority of our national services are delivered in contexts of high uncertainty and complexity, while collaborating across multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, the Ministry of Defence and the NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliance: We comply with >20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, covering service standards, service manuals, TCoP and API technical and data standards. Our stringent governance, methods, playbooks and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures largely drive Public Sector organisations. We need to be Agile and flexible to meet demands for policy/regulatory changes, geopolitical events and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture and being flexible.

Mastek's global presence



Australia

Austria

Bahrain

Belgium

Brunei

Canada

Denmark

Egypt

Estonia

Finland

France

Germany

Hungary

Iceland

India

Indonesia

Ireland

Italy

Japan

Jordan

Kenya

Kingdom of Saudi Arabia
(KSA)

Kuwait

Latvia

Luxembourg

Malaysia

Netherlands

New Zealand

Norway

Oman

Philippines

Poland

Romania

Singapore

Slovakia

Spain

Sri Lanka

Sweden

Switzerland

United Arab Emirates (UAE)

United Kingdom

USA

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate and stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM and Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by Glide 4.0 and value-based delivery

Industry-aligned approach with business outcomes

Digital engineering and experience	• Cloud engineering and migration • Legacy modernisation • Low code / no code App Dev • DevSecOps • Enterprise integration	• MACH • Digital commerce • UX and CX • Platform engineering • Gen AI software development.
Oracle Cloud and enterprise apps	• Oracle Cloud applications • Oracle consulting • Oracle Cloud infrastructure	• Value-based delivery • Glide 4.0.
Data, automation and AI	• Cloud data modernisation • Business Intelligence and Analytics	• Data management • Intelligent automation • Data Governance.
Salesforce	• Sales Cloud • Service Cloud • Marketing Cloud • Industry Cloud	• Experience Cloud • Mulesoft.
Innovation labs and platforms	• Enterprise workforce scheduler • Connected enterprise • icx-Pro – intelligent part assistant	• iLeaseFinPro.
Cloud enhancement managed services	• Oracle managed services • Digital managed services • Commerce managed services	• Salesforce managed services.

Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test and releasable artefacts through the pipeline.

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform and applications for Army Digital Services

Developed mobile app and web app with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day,
traced millions of COVID-19 infections

Problem

- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test ; API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Mastek's **UiPath-based Robotic Process Automation (RPA) Service** ensures that all operations across the business are executed faster and at reduced cost. We enable operational innovations to drive customer experience, accelerate execution and reduce costs, with an emphasis on scale.

Mastek always acknowledges the importance of automation for delivering business benefits and it is always part of our overall solution. Mastek has also built a strong partnership with UiPath and works closely with it.

UiPath is a global leader in the RPA platform that powers businesses with an Agile robotic workforce by providing a state-of-the-art platform for software robot orchestration. Featured as a leader in consecutive Forrester Wave™ Robotic Process Automation reports, UiPath has helped companies across industries and scales implement front-office and back-office automation, improving their business efficiencies on an unprecedented scale.

Mastek is a UiPath Associate Partner with 100+ trained and certified UiPath professionals. It offers comprehensive RPA experience, knowledge and skills on the UiPath platform and implementation. Mastek positions clients for the future of work by ensuring successful RPA implementation and automation, as well as AI projects.

Mastek's RPA will enable employees to stop working on repetitive and mundane tasks. Our comprehensive approach includes enablers designed to help enterprises navigate the challenges and opportunities on the automation journey, starting with identifying opportunities to productionise the automation solution and achieve the desired ROI.

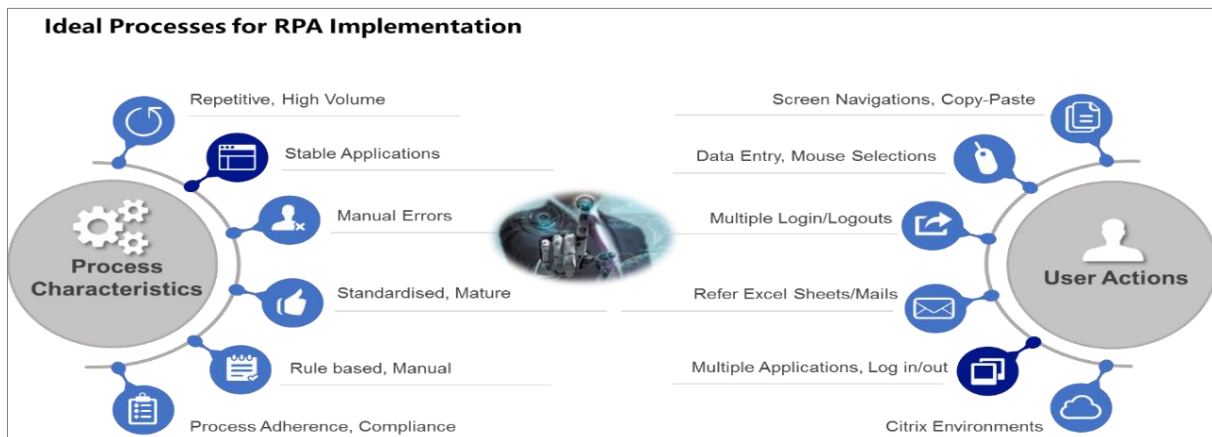


Figure 1: Ideal Processes for RPA Implementation

Mastek's Cognitive Process Automation (CPA) is the next stage of automation, enabling the system to think and interact with customers or employees in natural language, just as a human agent would. Cognitive Process Automation aims to mimic human behaviour, such as perceiving, gathering evidence and reasoning and, therefore, the best fit for processes which involve unstructured data from non-standard sources, e.g. Reading customer emails to understand customer queries such as requests for the account statement, then logging to the system to download the requested statement and then emailing the downloaded statement to the client without any human intervention.

The Figure below illustrates the Intelligent Automation spectrum, from basic automation (human augmentation) to deploying AI and human-free processes.

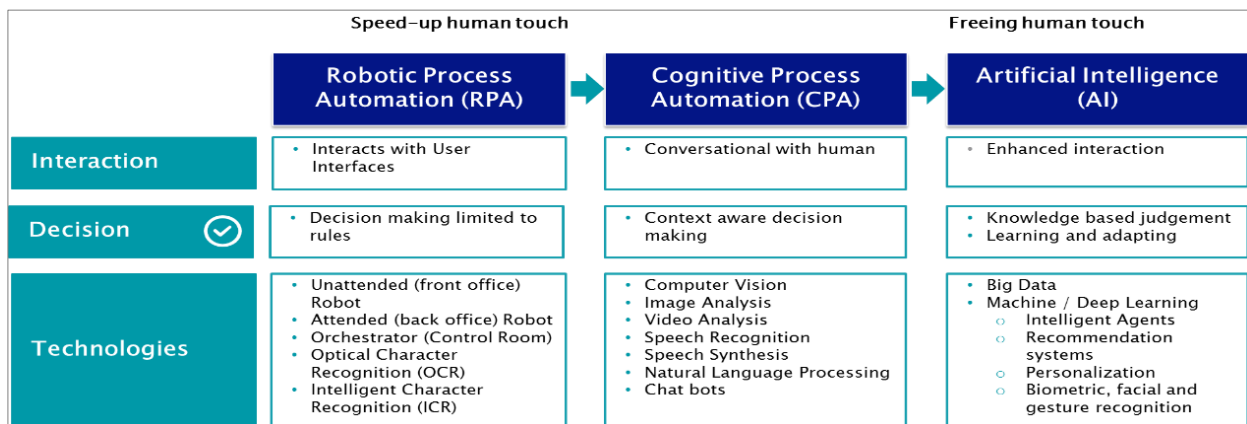


Figure 2: Intelligent Automation Spectrum

3. Masteks Service

Mastek follows a highly Agile approach after the initial discovery and Proof of Concept (POC) phase.

3.1 Discovery

Mastek works with business stakeholders, process owners and system users to assess, identify, evaluate and prioritise candidate business processes for intelligent automation. The typical deliverables are the initial list of processes for automation, tooling requirements and the POC plan.

3.2 Proof of Concept (POC)

Mastek performs the Pilot for a selected process to demonstrate the solution and its benefits. Mastek then performs the detailed process analysis, ranking each process based on several prioritisation factors. The typical deliverables are the Process list/Scoring and the High-level Business case.

3.3 Plan and Design

Mastek performs an enterprise-wide automation assessment, works with various stakeholders to refine the business case, finalises the solution blueprint and selects the right automation technologies for each process and use case. The typical deliverables are a Detailed Business Case, an Automation Roadmap and planned Automation Sprints.

3.4 Implementation

Mastek scales the team to deliver enterprise-wide automation projects. The Mastek team will perform design activities such as Detailed Process mapping, Automation design and Test planning. The development team simultaneously starts configuring the Robots and leverages the pre-configured Robot activities from the Masteks automation library. The team build, tests and demonstrates the Robots to end users at regular intervals.

3.5 Manage

Finally, the ROBOTs are ready for end-user acceptance. The client will accept the ROBOTs and they will then be ready to go into production. Mastek will perform several pre-production checks before producing the robots. Typically, Mastek follows the following delivery model for each potential asset candidate:

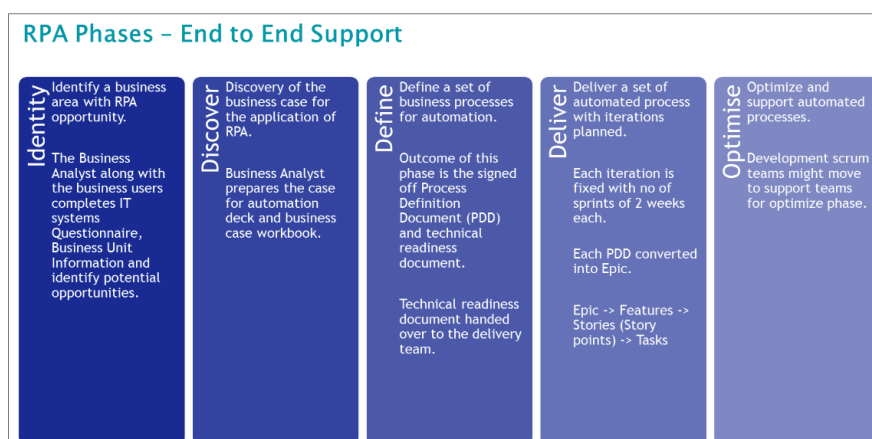


Figure 3: RPA Phases, End-to-End Support

4. Key Features

- Attended robot.
- Unattended robot.
- Orchestrator.
- Optical Character Recognition (OCR).
- Natural language processing.
- Computer vision.
- Cloud hosting (SaaS/PaaS).

5. Business Benefits

- The human workforce can spend more time on innovations and operational improvements.
- The staff morale improved due to reduced effort on mundane and repetitive tasks.
- Reduces operational costs (20-50 % reduction) and has no operational errors.
- Reduces time to deliver products and services (3 to 5 times faster than humans).
- One robot replaces, on average, 2.5 to 4 FTEs.
- Improved customer service and customer experience.
- Quicker ROI as there are no changes to the existing processes/system – Non-invasive.
- Scale the operations immediately without additional human labour.
- Improves compliance and operational metrics collections at the user or process level.
- Availability of services on the new channels, such as massagers, chatbots and social websites.

6. Technologies, Languages, Methods and Vendor Support

#	Technologies, Languages and Methods	Vendor support
1	Discover: Task Mining, Process Mining, Automation Hub and Task Capture	UiPath
2	Build Studio family, Document Understanding, Marketplace and Integration Service.	UiPath
3	Manage: Automation Cloud, Automation Suite, Orchestrator, AI Centre, Test Manager, Insights	UiPath
4	Run: Unattended and Attended bots	UiPath
5	Engage Apps and Action Centre.	UiPath

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