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RPA and Automation Services

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Transforming Business using RPA and Automation

We have worked with many Central and Local Government clients to support the implementation of Robotic Process Automation (RPA) and Intelligent Automation technology. Automating processes and tasks with these technologies offer business a range of realisable benefits. They have the potential to:

- Reduce cost
- Remove technology bottlenecks
- Create capability within the workforce.

For many organisations where cost is a tangible business driver, automation technology is rapidly becoming a question of “when and how” rather than “if”.

Opportunities for enterprises generally include a combination of one or more of the following:

- Automation of high volume, low value transactions
- Creation of capacity within the workforce allowing staff to focus on higher value, more complex work
- Reduction of errors in data handling and data transfer
- Establishing a capability within the organisation to design, develop and implement automation solutions.

Migration or adoption of automation technology must be properly choreographed for success. We understand the realities and the business and technical risks that need to be fully considered, understood and mitigated properly beforehand. Critical considerations include:

- **Alignment of business and technology objectives.** This is essential to fully realise the targeted benefits of any on premise or cloud-based automation project
- **Availability and reliability of services.** The avoidance of operational downtime to mitigate in lost revenue, unnecessary operational cost or reputational damage that can disrupt business operations
- **Decentralised support structures.** The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information
- **Data handling practices.** Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data.

- **Data privacy.** Compliance with GDPR to understand where and how information can be stored or processed. The cloud model enables data to bounce swiftly around the world by using available server capacity in various geographic locations, but this must be within the bounds of what is permissible. This is ever more of a concern as organisations review their front office, back office and out of office experiences
- **Future Technology Trends.** Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation's needs and different cloud service provider's controls is required to allow concerns to be addressed and the correct path to the cloud to be selected.

As a trusted advisor PwC provides the framework, and the wealth of private and public sector experience, to consider the combination of Business, customer experience and Technology activities outlined above. There is no single answer that covers each and every client organisation; we tailor our frameworks to client circumstances to support them:

- As a partner through the complete lifecycle of strategy to execution
- With point business issues encountered during implementation or running the business.

RPA and Automation Services

This section describes in more detail the service features and benefits included within this service definition document.

RPA and Automation Services

PwC offers scalable services to help prototype, design, implement, maintain and embed Robotic Process Automation (RPA) and Intelligent Automation tools and methods in your organisation. We can create the case for change, measure and track benefits and upskill your workforce in a range of automation tools, including AI, OCR and IDP. .

RPA and Automation Services Features

- Design, development and implementation of software robots and automations
- Prototype development to demonstrate RPA concept and value
- Business case support to quantify costs and benefits of automation
- Vendor and software selection and technology implementation considerations
- Governance and Change management support for Cloud based RPA deployments
- Training internal staff as cloud-based RPA developers and analysts
- Vendor agnostic, experienced UiPath, Microsoft PowerAutomate, Blue Prism, AutomateAnywhere
- Infrastructure design for cloud hosting of RPA solutions
- Stakeholder management
- Deployment of chatbots, and intelligent conversation agents.

RPA and Automation Services Benefits

- Benefits tracking from business case to implementation and realisation
- Workforce upskilling, knowledge transfer to develop organisational capability
- Capacity creation and improved staff experience
- Rapid assessment of processes and services to quantify potential benefit
- Increased productivity and efficiency of manual tasks without additional staff
- Avoids additional investment in legacy software applications
- Accelerated development cycles and faster Return on Investment (ROI)
- Rapid demonstration of value to support stakeholder buy in
- Cross channel chatbots (Facebook Messenger, WhatsApp), and Artificial Intelligence
- Augmented with AI to deliver agentic automation solutions
- Integration with OCR (Optical Character Recognition) and IDP (Intelligent Document Processing) tools to automate complex processes involving documentation.

Our view on the service features and benefits within this service definition document are presented below:

1. Service Summary

PwC will help you identify:

- Opportunities for automation, quantify the potential benefit and help write the case for change. We can develop automation solutions in line with your technology and business objectives to meet your individual organisational requirements.
- The most appropriate technology solution and the necessary licencing implications of your choice. Our extensive use of major platforms such as Microsoft PowerAutomate, UiPath, Blue Prism and Automate Anywhere means we bring practical, insightful experience to your organisation.

PwC have worked across many sectors and bring experience of high volume, high complexity process automation design, development, and deployment to help you achieve your business targets.

Our experience across integration applications/tools has enabled the development of a range of industry specific templated accelerators which have been designed to assist in the deployment of automation solutions. These accelerators result in a rapid, lower risk and cost deployment and earlier benefit realisation.

Not only can we offer advice on the optimum approach to integration, we will also work with you on a whole solution which provides on-going business benefit and value realisation.

2. RPA and Intelligent Automation

PwC has invested in developing expertise around major automation platforms and developed various accelerators based on our implementation experience. Below are the areas where we can help customers to be ready for the Digital Age:

A. Opportunity assessment and business case

- Process assessment for automation suitability
- Benefit calculation for cost saving potential
- Creation of a backlog of opportunities for RPA development

B. Automation design and development

- Process design
- Solution design
- Use of Artificial Intelligence (AI), IDP (Intelligent Document Processing) and Optical Character Recognition (OCR) to augment automation capabilities
- RPA development, testing and UAT support

C. Deployment, productionisation and runtime services

- Hardening of solutions for secure deployment
- Migration of solutions through environments
- Runtime monitoring and volumetrics

3. Customer support and Centre of Excellence

PwC offers a service that supports organisations to establish their own, in-house automation capability. The benefits of process insight and automation development are both evolved within the organisation itself, along with the complementary skills of change management. The PwC delivery methodology and process caters for individual, proof of concept projects and scales to support the organisation on its journey to hyperautomation, where the organisation automates and uses feedback and insight to innovate using the RPA and Intelligent Automation toolset. Our process has been refined over the years to incorporate effective automation architecture styles and patterns to address integration challenges such as:

- Developing an Automation Strategy in line with good industry practices
- Evaluating automation options and recommending a suitable platform considering the security and infrastructure requirements
- Moving from a series of point-to-point automations to a more orchestrated approach that integrates the business processes, data and systems
- Documenting process and solution specifications
- Creating the technology roadmap to support the organisational adoption of automation technologies.



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