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Service Definition – Liberty RPA

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1 Introduction

Liberty RPA is an enterprise robotic process automation solution available through GCloud, enabling public sector organisations to automate repetitive, rule-based tasks across systems and applications. It improves accuracy, accelerates workflows and frees staff for higher-value work.

Liberty RPA can be purchased as a standalone product. It is also part of **Liberty**, a unified platform combining low-code development, automation and AI to deliver integrated digital services without complexity. This integration allows organisations to extend beyond RPA with low-code application development, intelligent document processing and advanced customer engagement tools when required.

With embedded AI capabilities, Liberty RPA delivers smarter automation that adapts to changing conditions and optimises performance over time. It

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supports both attended and unattended bots, enabling flexible automation across desktop and web applications. Integration options include API triggers, email triggers and event-based workflows, making it ideal for bridging gaps between legacy systems and modern digital services.

Hosted in UK-based AWS environments with ISO and Cyber Essentials certifications, Liberty RPA operates within a governance framework designed for public sector compliance.

Key outcomes:

- Reduce manual effort and operational costs through intelligent automation.
- Improve compliance and accuracy with governed, rule-based workflows.
- Accelerate service delivery and enhance citizen experience.
- Enable scalable automation aligned with UK public sector standards.

2 What is Liberty RPA?

Liberty RPA is an enterprise robotic process automation solution designed for organisations that need to automate repetitive, rule-based tasks quickly and securely. It enables teams to build, deploy and manage automation flows with minimal coding, using an intuitive drag-and-drop interface.

Liberty RPA supports both attended and unattended bots, allowing automation to run on-demand or on schedule across desktop and web applications. Bots can interact with systems where APIs are unavailable, bridging gaps between legacy and modern platforms. Integration options include API triggers, email triggers and event-based workflows, making Liberty RPA ideal for streamlining processes across multiple systems.

Key Capabilities:

- Visual automation studio for rapid workflow design and deployment.
- Support for Python scripting for advanced automation scenarios.
- Intelligent element recognition with Liberty Wand for robust UI automation.
- Optical Character Recognition (OCR) for document handling and data extraction.
- Centralised bot management, scheduling and credential vault within Liberty Controller.
- Embedded AI features to optimise automation performance over time.

Liberty RPA can be deployed standalone or extended as part of the Liberty Platform, adding low-code application development, AI-driven decisioning and advanced customer engagement tools when required. Hosted in UK-based AWS environments with ISO and Cyber Essentials certifications, Liberty RPA operates within a governance framework designed for public sector compliance.

3 What challenges do people tackle with Liberty RPA?

Liberty RPA helps public sector organisations overcome inefficiencies caused by manual, repetitive tasks and lack of system integration. By automating rule-based processes, Liberty RPA accelerates workflows, improves accuracy and compliance, and frees staff to focus on higher-value activities.

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Common use cases include:

- **Data entry and extraction:** Automate collection and transfer of data across multiple systems and documents.
- **Customer service:** Reduce back-office workload and enable faster responses in contact centres.
- **Report generation:** Gather and consolidate data from multiple sources for accurate reporting.
- **Reconciliation checks:** Verify and reconcile data between systems to ensure compliance.
- **Account opening and closing:** Automate multi-step processes across legacy and modern systems.
- **Customer and employee onboarding:** Streamline setup, communications and system updates.
- **Customer enquiries and complaints:** Automate triage and routing of inbound emails and documents.
- **Exception handling:** Monitor high-volume transactions and manage exceptions with automated workflows.
- **Document processing and validation:** Use Optical Character Recognition (OCR) to extract and validate data from scanned documents.

Liberty RPA is proven in practice across UK public sector and NHS organisations, helping teams reduce operational costs and improve service delivery. It operates within a governance framework aligned to public sector standards, ensuring security and compliance at every stage.

4 How does Liberty RPA work?

Liberty RPA provides all the capabilities required to design, deploy and manage automation in one platform. It is built for scalability, security and ease of use, enabling organisations to automate processes quickly and reliably.

Developer Tools:

- **RPA Studio**: visual drag-and-drop interface for building automation flows, with optional Python scripting for advanced scenarios.
- **RPA Bots**: attended and unattended bots to run processes on-demand or on schedule across desktop and web applications.
- **RPA Wand**: machine learning-based element recognition for robust UI automation, even when screen layouts change.
- **RPA Trace**: record processes as they are performed to accelerate automation design.
- **Liberty OCR**: extract text from scanned documents and images for automated data handling.
- **Liberty Controller**: centralised management for bots, processes and credentials, including:
  - Bot provisioning and secure connectivity.
  - Scheduling and intelligent queueing.
  - API and email triggers for event-based automation.
  - Version control and audit trails for governance.
  - Notifications via email, SMS or collaboration tools.

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Deployment and operations:

- Bots run on Windows desktops or in virtual remote desktop (VRDP) sessions.
- Hosted in **UK-based AWS environments with ISO and Cyber Essentials certifications.**
- Governance framework includes credential vault (ensuring secure bot authentication), audit logging and role-based access controls.

Liberty RPA also includes embedded AI capabilities to optimise automation performance over time. It can operate standalone or integrate with the Liberty Platform to add low-code application development, intelligent document processing and advanced engagement tools when required.

5 AI Capabilities in Liberty RPA

Liberty RPA includes embedded AI capabilities that enable organisations to automate processes more intelligently, improve decision-making and optimise performance over time. These features are designed to be practical and accessible, configured through rule actions within automation flows—without requiring specialist technical skills.

Key AI capabilities:

- **Adaptive Automation**: Liberty RPA uses machine learning to improve bot resilience and performance, adapting to changes in screen layouts and workflows.
- **Intelligent Element Recognition (Liberty Wand)** – Machine learning-based UI recognition ensures bots can locate elements even when screen positions or attributes change.
- **NLP services**: Apply Natural Language Processing tools to automate text-based tasks, including:
  - Sentiment Analysis to interpret tone and feedback.
  - Text Summarisation to condense lengthy communications.
  - Keyword Extraction to identify and store key information.
  - Text Enhancement to correct and refine written content.

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- **Machine Learning and Predictive Models**: Build custom predictive models within Liberty AI to forecast outcomes and optimise workflows. Supported model types include:
  - Data classification
  - Data regression
  - Text classification
  - Text regression
  - Time series forecasting.
- **Knowledge Management**: Group related data and documents into dynamic collections for smarter automation and faster responses.
- **Ask Liberty AI**: Enables conversational AI-powered text generation within Liberty RPA, allowing users to pass a prompt and receive an intelligent response.
- **Code Generator**: Converts natural language queries into Python code using Liberty AI's generative capabilities.
- **Flow Generator:** Automatically generates flow logic from natural language prompts, reducing development time and supporting non-technical users.

Planned AI Enhancements:

Liberty RPA's AI roadmap includes advanced capabilities designed to further automate and accelerate application development:

- **Agentic Workflows**: AI-driven orchestration of multi-step processes, enabling applications to complete tasks autonomously across systems based on defined goals and governance rules.

All AI capabilities operate within Liberty's governance framework, ensuring secure, compliant, and controlled use of AI in public sector applications.

6 Delivery Services

Netcall provides Professional Services to support Liberty RPA projects. The mix of roles depends on scope, technology, configuration and whether the customer, Netcall or a Partner leads delivery. All projects include Onboarding and RPA Essentials training for at least one customer employee. Services are charged per the GCloud SFIA Rate Card.

6.1 Onboarding

- Welcome documentation, project initiation and governance setup.
- Initial Data Protection Impact Assessment (DPIA).
- Community registration, AppShare access and eLearning enrolment.
- Commission server environment and install Liberty RPA Controller.
- Networking support to establish connectivity to third-party resources.
- Establish billing mechanisms and milestones.

6.2 Training

- **RPA Essentials:** Two-day course covering automation design, bot deployment and maintenance. Delivered via classroom or modular eLearning. Certification assessment included.

6.3 Consultancy

- Providing advice on design and/or building applications.
- Reviewing solution and infrastructure architecture.
- Scoping change requests.
- Assisting with diagnosing and resolving application issues.

6.4 Success Management

Success Management services are aimed at supporting the user to ensure successful delivery of their projects. These services are offered for initial engagements and (optionally) on an annual basis to support for ongoing services.

Success Management typically includes the following:

- Stakeholder engagement to ensure successful introduction and acceptance of Liberty RPA platform, delivery of initial applications and all associated services.
- Provide an annual success plan including support for on-boarding staff and supporting the successful deployment of the first application/service.
- Support the development of application/service roadmap.

6.5 Discovery

Discovery engagement is dependent on the estimated size and complexity of the project. Requirements capture activity will typically include:

- Collaborative workshops with end user.
- Run by Product Owners.
- Identifies the roles and users of the proposed solution.
- Creation of high-level process maps.
- Captures user stories including functional and non-functional requirements affecting the design.

6.6 Integration Services

Typical activities included in these services are:

- Application and IT architecture design to support high availability application and data security.
- Configuration to support access to 3rd party data sources.
- Load and performance testing.

6.7 Mentoring

Mentoring services are aimed at increasing an organisations proficiency in using Liberty RPA.

The User will be introduced to a Mentor at the point of training and will support post training engagement.

A mentor will:

- Be responsible for ensuring ‘best practice’ guidance is offered throughout the design and build.
- Work to align skills to support delivery of a defined and achievable project which will help grow confidence and capability.
- Monitor build activity on a regular interval (weekly) to gauge traction or identify/resolve issues.

6.8 Operational Acceptance Testing (OAT)

- Support for third-party security checks (penetration testing and vulnerability scans).
- Accessibility testing and reporting.
- Operational failover and recovery testing.

6.9 Project Management

Project Management is responsible for the delivery of the contracted obligations and overall solution/services to agreed specification/scope, quality, budget and time.

Project Management runs across the project lifecycle and is responsible for managing issues, change requests, risks and dependencies and reporting on progress at agreed intervals and escalating any items which present a risk to the project's success.

- Deliver solution/services to agreed scope, quality, budget and time.
- Manage issues, changes, risks, dependencies and progress reporting.

7 Standard Support

The support service does not cover any of the applications operating on that platform nor does it cover content such as views, reports, configurations and/or customer's own technology and/or internal infrastructure.

Priority 1 Liberty RPA Cloud platform faults (not the deployed on-premises RPA Bots) are managed 24/7/365.

Netcall provides a service desk through which all incident and service requests can be raised, together with a fault resolution service.

These requests are made via:

- Phone: Call the Service Desk directly on 0330 363 0300
- Email: to support@netcall.com, or
- Submission via the Netcall Community Support Portal.

Our dedicated support team staffing our Service Desk comprises:

- 1st/2nd line team, skilled in the platform and software user-support, diagnosis, advanced application troubleshooting, upgrades and configuration.
- Escalation is to dedicated resolver groups and/or 3rd line team experienced with in-depth troubleshooting.
- For higher level analysis at the software debug level, the support team escalates to a software development engineering team.

Netcall's support personnel are trained to support the full range of Cloud Hosted solutions offered by Netcall.

Netcall's service desk processes all requests in accordance with ITIL Incident Management Practices, which are embedded within the Netcall helpdesk.

Netcall logs, categorises, and prioritises each incident within the initial triage process according to the agreed priority definitions, in consultation with the customer. Netcall will use reasonable endeavours to correct material, reproducible and documented errors in the Cloud Hosted solution (whether by fix, workaround or new release). All reported incidents are prioritised according to the following definitions and associated matrix.

Impact

High: Total loss (unavailability) of the service, or suspected information security issue, or data breach has been identified.

Medium: Service operable but with loss of substantial system functionality or performance, but workaround available.

Low: Minor or cosmetic issue with no material impact to service operation.

Urgency

High: Critical business operations cannot function.

Medium: Critical business operations are operating in limited manner.

Low: Business operations not materially impacted.

Having assessed the impact and urgency of an incident, the Priority of the incident is allocated based on the following matrix:

Table 1 - Priority levels by impact and urgency

		Impact		
		High	**Medium**	**Low**
Urgency	**High**	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P4

The following table shows the target response and resolution times based on the Priority:

Table 2 - Incident Response and Resolution Targets by Priority

Priority	Operating Hours	Incident Response Target	Incident Resolution Target
P1	24/7	15 minutes within Operating Hours	6 Operating Hours
P2	Standard Service Hours	15 minutes within Operating Hours	2 Business Days
P3	Standard Service Hours	4 Operating Hours	10 Business Days
P4	Standard Service Hours	4 Operating Hours	20 Business Days

All response and resolution targets are based on time during Operating Hours and are estimates which Netcall is obliged to use reasonable endeavours to achieve.

Operating hours means the time period during which incidents will be actively worked upon and which is used for the purposes of measuring performance against incident resolution and response targets.

Standard Service Hours are (UK local time) Mon-Fri 08:00-18:00 (exc. UK bank holidays).

Support and Maintenance Services only covers the standard Cloud Hosted solution and do not cover customer created applications (including applications built by Netcall on customer's behalf) and/or customer's own technology and/or internal infrastructure, nor does it provide free training and/or provide consulting on customer created applications (including

applications built by Netcall on customer's behalf) and /or content such as views, reports, configurations and/or third-party technologies and/or services.

7.1 Netcall Community

In addition, the Netcall Community has a growing library of process flows made available by Netcall, partners and customers. Rather than start every new process flow from scratch, benefit from work carried out by other customers and Netcall. This includes:

- Library of applications.
- Free of charge to Liberty RPA customers.
- Several hundred resources available.
- Forum area for sharing best practice.
- Feature voting area for suggestion of new ideas.
- Regular events.
- Access to the Support Portal.

8 Extend your Liberty Solution

Liberty is the AI-powered platform for transformation, bringing intelligent automation and customer engagement together. With its trusted low-code application development and communications tools you can build faster, connect better and transform how work gets done without complexity.

Liberty RPA can operate as a standalone automation solution or integrate with the wider Liberty Platform to extend functionality when required. This modular approach allows organisations to add automation, AI and low-code capabilities without replacing existing systems.

Optional extensions include:

- Rapid application development with **Liberty Create** – an enterprise low-code application development platform that enables transformation of processes, deployment of case management workflows and delivery of digital experiences that make lives better for employees and customers.
- Enable the total experience with **Liberty Converse CX** – next generation contact centre solutions which redefines how organisations engage with their customers. Blend digital automation with human interaction.
- Analyse, understand and manage business processes with **Liberty Spark** – the effective and connected way to rapidly document, analyse and continuously improve business processes at scale. Accessible and understood by everyone in an organisation.
- Turn unstructured content into structured, usable data — fast with **Liberty IDP**. With our AI-powered intelligent document processing solution, that data can then drive applications, trigger workflows and power smarter decisions across the Liberty platform.

All Liberty components share a common governance framework, security standards and integration-ready architecture, ensuring compliance and resilience across your digital ecosystem.

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9 Industry / analyst recognition

9.1 Industry Recognition:

- **SOCITM Awards 2025:** Newcastle City Council won *Transformation Initiative for Digital Innovation* for their work with Citizen Hub and Liberty RPA. Netcall win Partner of the Year.
- **SOCITM Awards 2024:** Lancashire County Council and Netcall recognised for their work with Citizen Hub.
- **Health Tech Awards 2024:** University Hospitals Sussex Foundation won *Partnership of the Year* for work Waiting List Validation
- **iESE Awards 2022:** multiple councils recognised for transformation using Liberty.
- **LGC Awards 2020:** Adur and Worthing Councils, *Council of the Year* – shortlisted organisation using Liberty.
- **iESE Awards 2020:** Cumbria County Council and RBKC recognised for digital and green services with Liberty.

9.2 Analyst Recognition:

- The Digital Process Automation Software Landscape, Q2 2025
- The Low-Code Platforms For Professional Developers Landscape, Q4 2024
- The Task-Centric Automation Software Landscape, Q3 2024
- The Robotic Process Automation Landscape, Q3 2022
- The Forrester Wave™: Low-Code Development Platforms For AD&D Professionals, Q1 2019
- Gartner 2018: Liberty Create included in Magic Quadrant for Enterprise High Productivity aPaaS.
- Forrester New Wave 2017.

10 Contact

For further information, please contact: bid.team@netcall.com