

Service Description

Intelligent Automation

SUBMITTED BY

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SERVICE OVERVIEW

North Highland's Intelligent Automation combines RPA with AI to create adaptive workflows that think, learn, and improve. With 92% of businesses accelerating AI investments, our holistic approach across six dimensions—culture, experience, people, data, process, and technology - redesigns processes, automates tasks, reduces costs, and delivers significant ROI.

A Practical Intelligent Automation Approach

Many large enterprises and professional services firms are approaching automation with a legacy mindset and dated methods.

Our "**IA Counter-Principles**" are intentionally different:

ZOOM OUT THEN ZOOM IN

Understand your landscape holistically, then execute against high-value use cases that drive scalable implementation—starting with process automation foundations, adding AI intelligence where it delivers maximum value.

FOCUS ON KNOWLEDGE

Unlock your organisation's potential by democratising collective wisdom—integrating unstructured and structured data with explicit and implicit expertise through AI-enhanced automation.

BUILD CAPABILITY VERSUS PROCESS

Instead of investing in new operating procedures, enable capabilities that continuously adapt and evolve through shared best-practice and learning.

FEATURES

Process Automation Foundation

1. Uses RPA to automate repetitive, rules-based tasks
2. Streamlines workflows and eliminates manual handoffs
3. Integrates systems to create seamless process flows

AI Enhancement Layer

4. Applies Machine Learning to automate knowledge gain/ pattern recognition
5. Natural Language Processing and Understanding to process unstructured data

6. Natural Language Generation to translate data into readable reports
7. Uses AI to automate knowledge application and decision support
8. Implements Virtual Agents to handle routine human interactions intelligently

Intelligent Workflows

9. Creates workflows that can think, learn, and adapt over time
10. Handles exceptions intelligently rather than just following rules

BENEFITS

Operational Excellence

1. Automates 50-70% of identified tasks through RPA and AI
2. Reduces annual operational costs by 20-35%
3. Cuts process completion times by 50-60%
4. Reduces error rates by 30-40% through consistent automation
5. Enables 5-6x faster decision-making through AI insights

Intelligent Capabilities

6. Creates workflows that learn and improve from experience
7. Processes unstructured data (emails, documents, conversations) with AI
8. Makes predictions and recommendations based on patterns
9. Provides insights and explanations for automated decisions

Strategic Value

10. Increases team productivity by up to 60%

SERVICE DESCRIPTION

The Intelligent Automation Difference

Traditional automation follows rules. **Intelligent Automation learns, adapts and makes decisions.**

Two-Layer Architecture

Layer 1: Process Automation Foundation

North Highland begins by establishing robust process automation using RPA:

- **Map and analyse** current processes to identify automation opportunities
- **Implement RPA bots** to handle repetitive, rules-based tasks
- **Create seamless integrations** between systems to eliminate manual data transfer
- **Establish automated workflows** that ensure consistent execution
- **Build monitoring mechanisms** to track performance and quality

This creates stable, reliable processes with consistent data flows - the essential foundation for AI.

Layer 2: AI Intelligence Enhancement

Once the automation foundation is solid, we strategically add AI capabilities where they deliver the most value:

- **Machine Learning (ML)** to identify patterns, predict outcomes, and continuously improve performance
- **Natural Language Processing (NLP/NLU)** to understand and process human language from documents, emails, and communications
- **Natural Language Generation (NLG)** to create human-readable reports, summaries, and communications
- **Artificial Intelligence (AI)** to make informed decisions based on complex, unstructured data
- **Virtual Agents** to handle customer inquiries and employee requests conversationally

How AI Enhances Process Automation

Process Automation Alone	+ AI Intelligence = Intelligent Automation
Follows predefined rules	Learns patterns and adapts rules
Processes structured data only	Understands unstructured text, images, voice

Executes repetitive tasks	Makes decisions on exceptions and edge cases
Reports "what happened"	Predicts "what will happen" and recommends actions
Requires manual updates	Continuously improves from experience
Routes exceptions to humans	Handles many exceptions autonomously

Where We Apply Intelligent Automation

AI Advisory & Governance

Setting the foundation for intelligent automation success

- **Enterprise AI Readiness Assessment:** Evaluate your organisation's preparedness for AI-enhanced automation
- **Strategy & Roadmap Development:** Create actionable plans that balance process automation quick wins with AI enhancement opportunities
- **Governance & Ethics Framework:** Establish guidelines that enable innovation while managing risk
- **Value Stream Mapping:** Identify where automation and AI will deliver maximum impact

Smart governance isn't red tape - it's your catalyst for responsible innovation. We help you accelerate adoption, build trust, and establish structured approaches to identify, prioritise, and mitigate risks.

Typical Outcomes:

- \$100-400K annual savings from optimised data architecture
- 5-6x faster decisions through clear governance
- 20-25% reduction in operational expenses
- Improved risk management reducing potential breach penalties

Operationalising Intelligent Automation

Turn your automation potential into business reality

- **Operating Model Design:** Structure your organisation to support automation and AI at scale
- **AI-Centric Workforce Development:** Build practical skills for working with intelligent automation

- **Use Case Implementation:** Deploy process automation with strategic AI enhancement
- **Tech & Data Integration:** Connect automation capabilities to existing systems
- **Knowledge & Systems Integration:** Unify fragmented data for AI consumption
- **Portfolio Management & Measurement:** Track value realisation and optimise investments

You've run the pilots. You've seen the potential. We help you move from vision to value by creating solutions your teams actually want to use and delivering tangible results your board can see.

Typical Outcomes:

- 60% productivity increase as automation handles routine work
 - 5-6x faster decisions driving operational improvements
 - 30-40% reduction in operational costs
 - 70% acceleration in analytics deployment
 - 91% of clients report rapid value delivery
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AI Capability Development

Transform isolated automation wins into enterprise-wide advantage

- **Platform & Capability Scaling:** Expand proven automation and AI solutions systematically
- **Innovation Enablement:** Establish pipelines for identifying new automation opportunities
- **Cultural Transformation:** Shift mindsets to embrace intelligent automation
- **Continuous Evolution:** Create self-optimising systems through monitoring and improvement

Your pilots have proven the concept. Now build enterprise-wide capability systems that deliver transformative outcomes and compound over time.

Typical Outcomes:

- 90% improvement in model performance through advanced monitoring
 - 5-6x faster innovation cycles
 - 30-40% reduction in operational costs through scaled automation
 - 10-15% revenue growth from AI-powered insights
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Industry-Leading AI Tools & Accelerators

We embed leading-edge AI capabilities into our intelligent automation solutions. From technology tools and platforms to ready-made methodologies and reusable data assets, our AI Accelerators help us help you and your teams achieve what's possible, fast.

Technology Tools & Platforms

DATA CLASSIFICATION (DECOODA)

AI-powered data classification and governance for automation workflows.

NH360 ENTERPRISE CONNECT

AI-driven value stream mapping and blueprints for identifying automation opportunities.

NH CONVERSATIONAL ANALYTICS

Natural language AI analytics and visualisation—ask questions of your data in plain English.

NH AI VOICE ASSIST

Voice-based AI for insights and expertise capture within automated processes.

NH AIMS PLATFORM

Leverage multiple LLMs and proprietary knowledge in one secure platform for intelligent automation.

NH POLICY GRAPH

Knowledge retrieval system for natural language querying and reasoning—perfect for compliance automation.

Proven Methodologies & Frameworks

- **AI Assessment & Value Planning Guide:** Identify high-value automation and AI opportunities
- **AI COE Model:** Structure your automation and AI capabilities for scale
- **Three-Phase Implementation Framework:** Readiness → Implementation → Scale
- **Data Maturity Assessment Models:** Ensure data quality supports intelligent automation

Example Use Cases

Invoice Processing (Process Automation → Intelligent Automation)

Process Automation: Bot extracts data from standardised invoices, enters it into the system, matches to purchase orders

+ *AI Enhancement:* Understands invoices in any format, learns vendor patterns, predicts approval likelihood, flags anomalies, handles exceptions intelligently

Customer Service (Process Automation → Intelligent Automation)

Process Automation: Bot routes tickets based on keywords, updates customer records, sends templated responses

+ *AI Enhancement*: Understands customer intent from natural language, provides personalised responses, predicts customer needs, escalates intelligently

Document Processing (Process Automation → Intelligent Automation)

Process Automation: Bot extracts data from forms with fixed fields, validates against rules, files documents

+ *AI Enhancement*: Reads any document format, understands context and meaning, extracts relevant information regardless of structure, categorises intelligently

Our Holistic Framework

North Highland takes a holistic approach, considering 6 key dimensions for successful IA projects:



Culture

Shifting organisational mindsets to enable new ways of working grounded in purpose, trust and grit



Experience

Designing human-centred solutions that enhance experiences and learn from feedback



People

Ensuring people are informed, empowered and prepared



Data

Making data described, accessible and connected



Process

Ensuring processes are known, digitised and adaptive



Technology

Leveraging open, cloud-based and assembled technologies

Proven Results

Leading Transportation Client Achieves Breakthrough Performance

Facing fragmented data systems and slow decision-making processes, this complex organisation partnered with North Highland to enable intelligent automation transformation.

Results:

- **20-25%** reduction in operational expenses
- **5-6x** faster decisions to drive operational and safety improvements
- **Up to 60%** increase in team productivity
- **30-40%** reduction in error rates

By applying the right combination of process automation and AI tools to support specific business needs, processes can be fundamentally redesigned and improved:

- **50-70%** of identified tasks automated
- **20-35%** reduction in annual run-rate costs
- **50-60%** faster straight-through process times
- **Triple-digit ROI** percentages

Implementation Approach

Phase I: Data & AI Readiness (Foundation)

Establishing the foundation for data-driven decision making

Key Activities:

- Conduct Data Maturity Assessments
- Perform Strategic AI & Analytics Analysis
- Develop Implementation Strategies
- Design Data Governance Frameworks
- Build Technology Architecture Plans
- Perform Risk Assessments

Deliverables: Data Maturity Assessment Report, AI & Analytics Strategy Document, Implementation Roadmap, Data Governance Framework, Technology Architecture Blueprint, Risk Management Framework

Phase II: Capability Implementation (Build & Deploy)

Transforming business processes through automation and AI-enabled solutions

Key Activities:

- Deploy Pilot Solutions (RPA + AI)
- Implement Data Management Practices
- Develop Process Automation Solutions
- Configure Cloud Platform (e.g., GCP)
- Execute Change Management Plans
- Establish Solution Monitoring

Deliverables: Pilot Implementation Report, Data Governance Framework, Process Automation Package, Platform Configuration Guide, Training & Change Management Plan, Solution Performance Dashboard

Phase III: Scale & Innovation (Enterprise Transformation)

Driving sustainable competitive advantage through scalable intelligent automation

Key Activities:

- Scale Successful Pilot Solutions
- Establish Automated Monitoring Frameworks
- Deploy Advanced Analytics
- Implement Innovation Pipelines
- Create Centres of Excellence

Deliverables: Enterprise Scaling Deployment Plan, Automated Performance Monitoring System, Advanced Analytics Platform, Innovation Management System, Operational Excellence Framework, Value Measurement Dashboard

Why This Approach Works

Start with Stability: Process automation through RPA creates stable, reliable workflows with clean data flows. AI needs structured processes and quality data to succeed.

Add Intelligence Strategically: Once processes are automated and data flows consistently, AI can be applied where it delivers the most value—understanding unstructured content, making predictions, handling exceptions, and continuous learning.

Build for the Future: This layered approach ensures you don't just implement technology but build sustainable capabilities that grow smarter over time.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



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