

Service Description

Process Automation

SUBMITTED BY

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CONTENT



Service
OVERVIEW

FEATURES



BENEFITS

Service
DESCRIPTION



About
NORTH HIGHLAND

ORDERING, INVOICING
& Termination



GET IN TOUCH

SERVICE OVERVIEW

North Highland's Process Automation uses Robotic Process Automation (RPA) and workflow optimisation to digitally transform business processes. Our holistic, people-centric approach spans six dimensions - culture, experience, people, data, process, and technology - redesigning processes, automating repetitive tasks, reducing costs, and delivering significant ROI while establishing reliable automated workflows for digital transformation.

FEATURES

1. Implements RPA to automate repetitive, rules-based tasks
2. Streamlines workflows and eliminates manual handoffs
3. Integrates systems to create seamless process flows
4. Maps and analyses current processes to identify automation opportunities
5. Creates automated testing and validation frameworks
6. Establishes monitoring and quality control mechanisms
7. Considers culture, experience, people, data, process, and technology dimensions
8. Applies RPA tools to fundamentally redesign and improve processes

BENEFITS

Operational Excellence

1. Automates 50-70% of identified repetitive tasks
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. Eliminates manual data transfer between systems

Enhanced Productivity

6. Frees employees from repetitive work to focus on high-value activities

- 7. Enables 24/7 process execution without human intervention
- 8. Provides consistent, reliable process execution
- 9. Improves service delivery speed and quality

Sustainable Transformation

- 10. Creates scalable automation that grows with your business

SERVICE DESCRIPTION

What is Process Automation?

Process Automation uses **Robotic Process Automation (RPA)** and workflow optimisation technologies to handle repetitive, rules-based tasks that previously required human effort. RPA "bots" can:

- Log into applications and systems
- Extract and process data from documents, emails, and databases
- Perform calculations and data validation
- Move data between systems
- Generate reports and communications
- Execute transactions and updates
- Follow complex, multi-step workflows consistently

Our Approach

North Highland delivers process automation that works and lasts by following a structured approach:

1. Process Discovery & Analysis

- Map current processes end-to-end
- Identify bottlenecks, inefficiencies, and automation opportunities
- Analyse process volume, complexity, and business impact
- Prioritise automation opportunities based on ROI potential

2. Process Redesign

- Optimise processes before automating (don't automate bad processes)
- Eliminate unnecessary steps
- Standardise variations
- Design for scalability and maintainability

3. RPA Implementation

- Develop and configure automation bots
- Integrate with existing systems and applications
- Implement exception handling and error recovery
- Create automated testing and quality assurance

4. Deployment & Change Management

- Train employees on working alongside automation
- Establish governance and monitoring
- Provide ongoing support and maintenance
- Measure and report on automation performance

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

Typical Use Cases

Process Automation delivers value across many business functions:

Finance & Accounting

- Invoice processing and accounts payable/receivable
- Financial report generation
- Reconciliations and month-end close activities
- Expense processing

Human Resources

- Employee onboarding and offboarding
- Payroll processing
- Benefits administration

- Compliance reporting

Customer Service

- Order processing and tracking
- Customer data updates
- Service request routing
- Report generation

IT Operations

- System monitoring and maintenance
- User account provisioning
- Data backups and transfers
- Incident ticket processing

Supply Chain

- Purchase order processing
- Inventory management updates
- Supplier communications
- Shipping and logistics coordination

Proven Results

Our process automation implementations deliver measurable business value:

- **50-70%** of repetitive tasks automated
- **20-35%** reduction in annual operational costs
- **50-60%** faster process completion times
- **30-40%** reduction in error rates
- **Significant ROI** typically within 12-18 months
- **24/7 operation** without additional labour costs

The Foundation for Further Transformation

Process Automation creates stable, reliable workflows with consistent data flows. This foundation enables organisations to later add advanced capabilities like artificial intelligence and machine learning when appropriate, as those technologies require structured processes and clean data to succeed.

Why Choose North Highland for Process Automation?

Proven Methodology: Our structured approach ensures automation delivers lasting value, not just technology deployment

People-Centered: We put people at the heart of automation, ensuring adoption and managing change effectively

Holistic Perspective: We consider all six dimensions of transformation, not just technology

Track Record: 94% of our business comes from repeat clients - testament to our delivery quality

Industry Recognition: Recognised by Forrester, Gartner, and ALM for our transformation expertise

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.



Write, or come and visit us at our London office:

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