

Service Definition: Hyperautomation

Crown Commercial Services | G Cloud 15 framework



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1. Executive Summary

Roc is a UK headquartered transformation services provider, specialising in delivering services to secure and sensitive industries.

Roc uses agile management techniques and industry leading application development tools to move from idea to implementation in a fraction of the time typically taken in traditional software projects. We develop software in a highly iterative evolutionary model that means from the initial idea to first sight of functional software can require only days and weeks rather than weeks and months. This speed to functionality is what allows business thinking to evolve, closing the loop between the developer and the business user. This helps to ensure that the solution meets the actual need rather than a perceived need based on a traditional all-up-front requirements specification.

Roc's service can:

- Rapidly develop applications from small scale to enterprise wide.
- Iteratively analyse and capture business requirements alongside the development lifecycle.
- Develop prototype and proof of concept solutions.
- Automate business processes that fall outside other available customer solutions.
- Plug functional gaps between systems where operational efficiency is not optimal.
- Overlay and integrate legacy applications with a modern accessible interface.
- Reduce complexity through user interfaces tailored to specific role requirements.
- Deliver enterprise capability with exactly what is required rather than off-the-shelf generic solutions.
- Deliver supplementary business application reporting using Business Intelligence tools such as Microsoft Power BI.

We use the Dynamic Systems Development Method (DSDM) as a management framework reducing the need for requirements development up front. Requirements are iterated in a timebox based approach and start at a high level using a business vision, key objectives and user stories that expand into more detail as the project progresses. This approach expands on the requirements detail as understanding of the solution and the need develops, enabling business users to develop their thinking whilst working with the emergent solution.

Roc's application development capability is typically based on the use of low-code high productivity application – Platform as a Service software (designated by Gartner as "hpa-PaaS"). Our primary option for application development is Netcall and their Liberty Create product but other options such as Mendix, FlowForma, MS PowerPlatform and AI based coding may be available if the requirement warrants an alternative approach. Liberty Create offers a fully rounded software development capability that also includes Artificial Intelligence (AI), Machine Learning (ML) and Robotic Process Automation (RPA).

Roc has a hyperautomation suite of tools available including our Business Process Management Service which can be used to augment this service particularly in discovery and communication activities.

2. Hyperautomation Service Summary

We offer advisory services on the applicability of hyperautomation technology to any business challenge and deliver the solution using the best-fit platform available to them.

Our service extends beyond the application development to cover everything that may be required to move from idea to implementation including:

- Expert advisory services.
- Recommending automation options.
- Process workflow discovery and process mining.
- Data management and preparation for change through low-code tools and platforms such as Microsoft Power Platform.
- Robotic Process Automation (RPA).
- Integration of Machine Learning (ML) to solve business problems, using Netcall or our alternative service Analycat's A Bot Named SUE.
- Application Development in low-code hpa-PaaS (High Productivity Application - Platform as a Service).
- Agile development using Dynamic Systems Development Method – a full life cycle approach.

2.1 Resourcing

Roc provides Professional Service resources to support the delivery of services. The number and type of resources varies according to the scope of the project, the technology being deployed, the setup and configuration requirements. All Services are charged as per the Rate Card.

Our service is aimed at supporting a customer to ensure successful delivery of their projects. We can also provide ongoing services for delivered applications. If required, we can utilise Roc's wider services to provide a full managed solution including help desk services, maintenance, change and change management. Services are charged in accordance with the rate card where applicable and a bespoke ongoing service charge can be prepared on request.

2.2 Feasibility Discovery

The scale of a discovery engagement for application development will depend upon the size and complexity of the project. A likely period is a two to six-week engagement. Requirements capture activity includes:

- Collaborative workshops with end users and working with the Product Owner.
- Identifying the roles and users of the proposed solution.
- Capturing vision, objectives, and high-level user stories.

2.3 Agile Project Management using DSDM

Project Management is responsible for the delivery of the contracted obligations and overall solution/services to agreed specification/scope, quality, budget and time. Under DSDM we take a timebox based approach.

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.

3. Example Platform – Netcall Liberty Create

Liberty Create provides a feature-rich environment for building enterprise business applications that are easily integrated with legacy systems and each other. As such it provides a strong baseline to judge other low-code platforms and is typically Roc's choice when developing solutions for an enterprise scale requirement.

The following information illustrates the type of platforms that we can provide.

3.1 Platform Basics

Liberty Create provides rich BPM and case management capabilities – these are delivered through the underlying Low-code / High-Productivity Application Solution as a Service. Liberty Create's market-leading Low-code and hpa-PaaS capabilities are differentiated from the traditional process, workflow and case management solutions in the following key ways:

- Rapid application configuration by skilled developers, it is possible to deliver working minimum viable products quickly, improving customer experience and increasing momentum.
- Roll out fast and then scale across the organisation – test process changes at department level and then easily scale into an enterprise-wide change.
- Strong management and governance – with the ability to configure the required level of control into any application.
- Integration – maximise all IT infrastructure and deliver an end-to-end customer and user journey with APIs using SOAP, REST and ODBC.

The Liberty Create solution provides functions in a number of key areas:

- **Liberty Create Controller** – allowing for control and management of many applications in their development environment including control over access as well as provisioning new instances or accelerator applications.
- **Build Studio** - applications are built by professional developers. Features are provided to enable multi-use data objects, API integrations, application themes and so on.
- **Code Studio** - developers can build customisations and extensions to Liberty Create applications using JavaScript plug-ins and build style sheet libraries to tightly control application branding.
- **Test Studio** - Liberty Create's in-built automated testing solution allows for automated test scripts to regression test applications as well as increasing the quality and stability of applications.
- **Monitor Studio** - Enabling monitoring of the performance of an application, allowing for identification of any application errors and issues to find the problem and fix it.

Dashboards and reporting provide reports on server data, messages, APIs, import and export volumes, and general application performance.

How is it deployed?

Liberty Create runs in a hosted environment on Amazon Web Services (AWS).

Virtualised

The Liberty Create solution runs on virtualised infrastructure using “Docker” container technology which is configured to provide the machine resources sought by the customer.

Backups

The default approach is to take daily backups, which can be configured as required. Manual rollbacks can be actioned through the solution administration interface. Backup policy when running in a customer operated environment is subject to customer configuration/set up.

Disaster recovery/failover

Disaster recovery and failover is integral to the AWS hosting architecture.

- Failover between primary and secondary is controlled by a DNS change process.
- Automated health checks are made to assess the response of the primary facility and invoke an automatic change to the secondary in the event of any issues.
- Restoration of the primary service will be a reverse of this process.

Performance and scale

Cloud hosting allows Liberty Create to be scaled according to performance requirements.

3.2 Liberty Artificial Intelligence (AI)

Liberty AI allows users to analyse historical data and act on rich customer insights. Create provides pre-trained Machine Learning (ML) models and allows users to train custom models. Liberty AI enables better real-time decision making to deliver enriched and personalised customer experiences.

Liberty AI includes:

- Pre-trained ML models: Including sentiment analysis, entity extraction and key-pharse extraction that can provide out-of-the-box AI capabilities for Liberty Create applications and Liberty RPA process flows.
- Custom ML models: Use your own historical data to build and train your own models to make predictions on future outcomes that can then drive direct outcome within Liberty Create applications and Liberty RPA process flows.
- Training modes: Choice of training modes that balance speed, accuracy and precision.
- Explainable AI: Reporting of model accuracy and the features influencing the outcome.

3.3 Liberty RPA

Software robots can be used to increase accuracy, quality and scalability while reducing human error. Liberty RPA provides robust and reliable AI-powered RPA to support the automation of both attended and unattended business process. Available as a standalone product on the Liberty platform, when it is working alongside Converse and Create, it delivers world-class CX as it bridges the disconnect between back and front-office systems.

Liberty RPA licensing includes:

- AI tools: Native computer vision, optical character recognition, natural language processing, handwriting digit recognition and other AI techniques are included to support multiple business process automation tasks.
- RPA Studio: Create automations, process flows, IT code and use APIs and other powerful tools. Everything is managed centrally with full management and reporting capability.
- Controller: Information Governance and security, a web UI to control and manage the Bots, including scheduling and prioritisation of bot flow queues – along with full access control and auditing capabilities.
- Integration: Automate processes at scale across the organisation when combined with Liberty Create or integrated to other 3rd party systems.

3.4 Solution versatility

Liberty Create is able to deliver a variety of use cases. It supports organisations that wish to quickly and efficiently:

- Streamline processes to improve output and release resources.
- Improve performance management and monitor service levels.
- Enable moment of need collaboration.
- Deliver end-to-end customer journeys with integrated communication.

3.5 Case management

Liberty Create is especially useful to help organisations improve case management. It provides rich functionality for any object you wish to define a case for. Typical examples include complaints, requests, claims, projects and applications, but there is no theoretical limit to defining a new type of case.

Developers define workflows and the evidence needed for the case to progress at each stage. Then automatically allocate and book work to individuals via queues or calendars and configure reminders and notifications accordingly. Documents can be uploaded, displayed, searched and manipulated using powerful document management functionality.

In addition to defining approval criteria and rules, application builders can add timers and alerts. Case workload can be viewed through online reports and real-time dashboards that highlight bottlenecks. Data can be used to manage SLA risks to pinpoint mitigation actions for process change or team training.

3.6 Accelerators

Liberty Create Accelerators are pre-developed processes. These are pre-built and available for use, they can reduce the time to a solution as they provide a start point for discussion and consideration. These accelerators include template processes for things like onboarding, feedback management, social media management, support, crisis management and HR processes.

3.7 Digital sharing

Netcall provides an AppShare in the spirit of the digital declaration and open standards. All customers can choose to upload and share their new applications. After an in-house quality review, they are available for any member of the Liberty Create community to download. Netcall has an active community and offers collaborative input and support at <https://forum.netcall.com/>.

4. Service Pricing

Please refer to Roc's Pricing Document.

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