

Robotic Process Automation (RPA) for government



Agencies looking to increase operational efficiencies and improve customer experience recognize the value of RPA as a component of their overall automation strategy.

Driving efficiency and cost savings

Public sector leaders must deliver mission value while increasing efficiencies and reducing costs. RPA is a proven approach to achieving these objectives. Bots expand the ability of the government workforce, increasing capacity by automating repetitive, manual tasks. By adopting RPA, agencies recognize cost savings through more accurate and efficient processes.

How RPA works

RPA technology platforms enable a software robot to interact with applications and perform repeatable tasks by automating rule-based processes. With the combination of RPA and the workforce's expertise, government agencies are realizing targeted improvements within specific transactions, processes and systems. Benefits delivered include:

- Consistency of responses and service across interactions
- Real-time off-hours processing of needs or requests
- Continuous compliance and security
- Real-time reporting on speed, performance, issues, etc.
- Efficiency gains through integration of work involving multiple systems

How CGI can help

Our RPA services are specifically designed for the unique needs of government agencies to realize the benefits of automation without added complexity or risk. We take an outcome-oriented approach, helping agencies realize measurable, strategic outcomes through the application of automation. Beyond saving the workforce from performing rote tasks, our approach to RPA creates positive outcomes by optimizing services levels, reducing cycle time, reducing errors and mitigating negative downstream impacts.

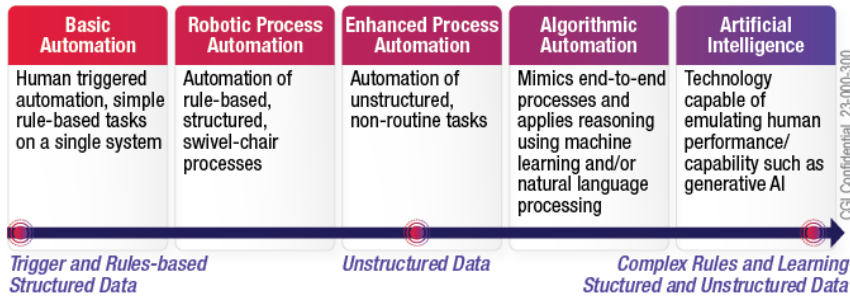


Case in point

Seeking operational efficiencies, this federal civilian agency set out to establish a means to adopt RPA at scale. They turned to CGI to help them implement an RPA framework, including an enterprise-wide Robotic Operations Center (ROC). Focused on end-to-end governance, the ROC includes intake processes, multiple development models and operational support for ongoing automation operations. .

Applying CGI's intelligent automation life cycle approach, the agency's RPA program delivers at scale, achieving breakthrough results including 20 to 50 percent process cost reductions based upon efficiency gains.

When combined with other intelligent automation strategies such as machine learning and natural language processing, RPA can serve as a force multiplier in optimizing value from agency data.



Implementing RPA at scale

Recognizing that return on investment increases as the automation program scales, agencies are moving beyond ad hoc approaches and implementing enterprise-level strategies. CGI collaborates with agency business and IT leaders to mature use of RPA at greater scale, applying our intelligent automation (IA) lifecycle approach.

- **Assessment:** Through a series of business and technology assessments, we work with you to define organizational automation goals, desired outcomes and key performance indicators that will measure IA activity and workforce impact.
- **Strategy:** Our experts engage with you to develop enterprise strategies and roadmaps, plan pilot projects, select technologies, manage change and justify investments through robust benefits/ROI analysis.
- **Pilot:** We engage with your stakeholders to develop initial pilots that deliver near-term business value, establish proper governance and instill best practices for development and operations for scaling up enterprise-wide.
- **Implementation:** Leveraging agile best practices, we collaborate with you and your stakeholders to rapidly develop, test and release automations across the enterprise’s programs and services. We apply secure-by-design approaches, working with agency security personnel to define bot credentials in compliance with agency zero trust objectives.
- **Managed operations:** Automations, like any IT services, have a lifecycle; we review automation investments to assess viability and adjust as warranted. We instantiate a government- or CGI-managed Robotic Operations Center (ROC) to reduce the burden associated with long-term operations and maintenance of the enterprise IA program.

“For the federal workforce, RPA means being able to focus on decision making and to do more for our federal employees and citizens.”

~ Digital.gov

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

Our 45+ year history serving federal customers gives us a unique vantage point from which to understand your challenges and move with agility to solve them. We operate at the intersection of bold thinking and disciplined execution to rapidly achieve uncommon outcomes at scale.

For more information

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