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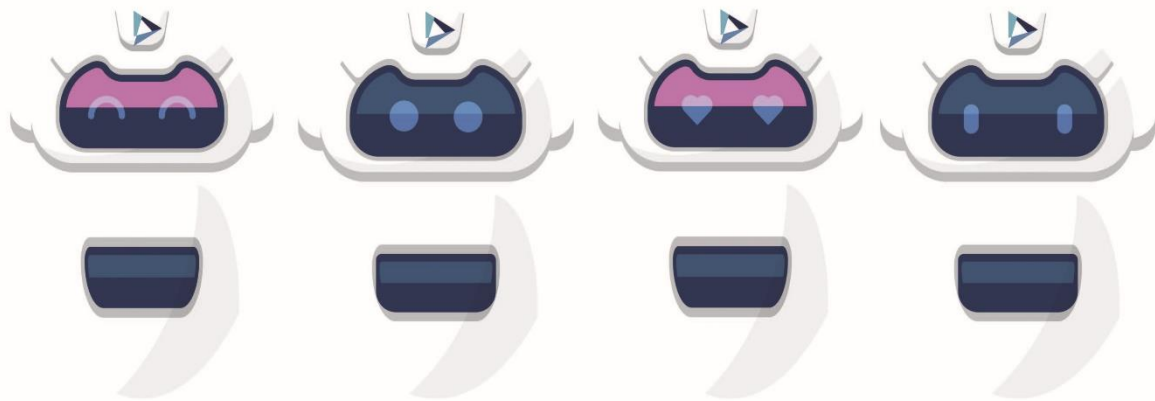
Intelligent Automation: Imagine The Future

Iain McLean September 2023

Who we are

DigiStaff are one of leading providers of Intelligent Automation solutions in the public sector with a heavy focus on Local Government. We are the only providers of a managed service, which means we take all of the work and risk from you to provide you with all of the benefits.

Our Mission

"Our mission is to bring sustainable and affordable robotics and intelligent processing solutions to Local Government to help solve some of the big issues across the sector"

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Content

In this session, we will cover the following:

- An invitation to imagine the future

- A chance to learn about future automation technologies

- How the technologies could help with your daily challenges

- Examples of where the future technologies are already in use

- A review of what is stopping you from adopting the future

Current Challenges for Staff & Management

- **Reducing budgets**
- **Increasing work volumes**
- **Increasing complexity of the types of work**
- **Reducing workforce numbers**
- **Staffing gaps**
- **Skills reduction in the sector as staff leave to other areas.**
- **Inability to recruit experienced staff or the inability to recruit at all.**
- **Backlogs**
- **The cost-of-living crisis and the impact on residents.**
- **The ongoing transition from covid to post-covid working.**
- **Increasing expectations of residents on the expectations of the service delivered.**

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Imagine A Future

- Where advanced cognitive technologies such as AI expands automation across the entire enterprise to support staff in their day-to-day delivery of the service.

- Where enhanced productivity means that upto 95% of all processing is automated

- Where there are no skills and staffing shortage within the service.

- Where automated software bots interact with customers instead of a customer services agents

- Improved data quality from the resident.

- Customers access services 24/7 and enjoy same day fulfilment of tasks reducing customer contact.

- No errors, no backlogs and significantly reduced costs

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What is Intelligent Automation

Intelligent Automation (IA) is a set of technologies that combines artificial intelligence and automation to streamline business processes.

It involves the use of machine learning algorithms, natural language processing, and robotic process automation to automate repetitive tasks and improve productivity.

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What is Intelligent Automation

Robotic Process Automation (RPA): Software bots that mimic human interactions to automate repetitive tasks

Content Capture: Software that enable computers to interpret and analyse visual information

Process Mining: Software that enables data from multiple systems and processes to be analysed and used in a transaction to enhance the customer experience

Conversational AI: Chatbots that enable customers to engage and have real time conversations without the need for human intervention
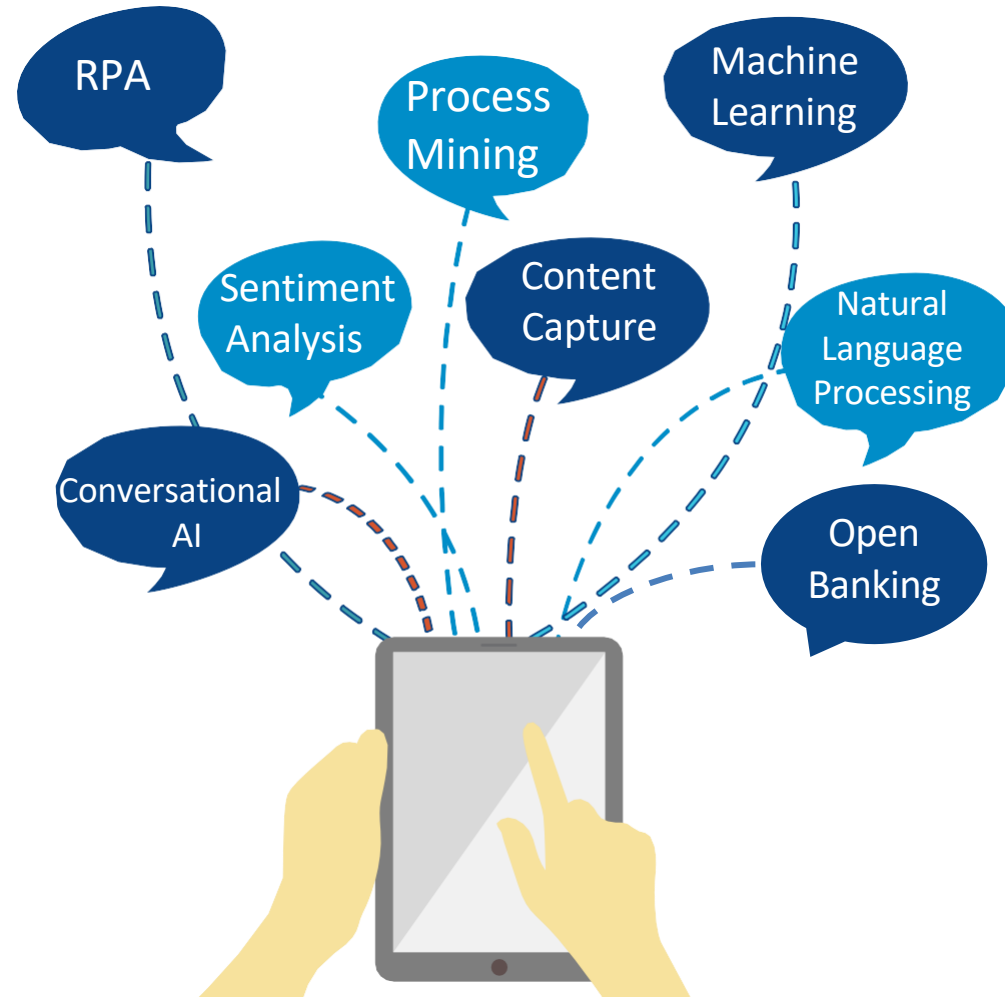
Machine Learning: Software that enable systems to learn from data and make predictions or decisions

Sentiment Analysis: Software which can analyse text to determine the sentiment behind it so it can be processed

Open Banking: Allows customers to share certain financial information from their bank account. Allowing data to be shared and transactions to be completed

Natural Language Processing (NLP): Technology that allows computers to understand and process human language

RPA

Process Mining

Machine Learning

Sentiment Analysis

Content Capture

Natural Language Processing

Conversational AI

Open Banking

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How the technology can help with you daily challenges

Increased Efficiency: Tasks can be completed 5x faster and with fewer errors, resulting in higher productivity.

Employee Focus on Value-Added Tasks: By automating routine and mundane tasks, employees can focus on more strategic and value-added activities that require creativity, problem-solving, and critical thinking. This can lead to higher job satisfaction and is a better utilisation of human skills.

Consistency and Accuracy: DigiStaff ensures a high level of accuracy and consistency in tasks. They also process in the same way every time ensuring that all residents are treated the same.

Improved Quality: DigiStaff adhere to predefined rules, there are fewer errors and better overall quality in the service you can provide to your residents.

Scalability: DigiStaff processes can be easily scaled up or down to accommodate changes in demand. This flexibility allows you to adapt to fluctuations in business volume without the need for significant adjustments in staff resources.

Cost Savings: There are upfront costs to implement automation, however the long-term savings outweigh the initial investment.

Faster Decision-Making: Automation can expedite decision-making processes by providing real-time information and enabling quicker responses to changing conditions.

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Example Processes for Automation

Revenues

- Attachment of Benefits
- Attachment of Benefits Monitoring
- Attachment of Earnings
- Attachment of Earnings Monitoring
- Change of Address / Move in Move Out
- Refunds (CTAX)
- Refunds (NNDR)
- Single Person Discount Applications
- Recycling Enforcement Agent Returns
- Empty Homes Review
- SPD Review
- Enforcement Agent Returns Indexing
- ADDACS / AUDIS (CTAX)
- ADDACS / AUDIS (NNDR)
- Recovery Tracing
- Tell Us Once Deceased Cases
- Students
- Indexing
- SBRR Applications in Progress
- NNDR Refunds
- Historical Credits

Housing Benefits, CTRS & HB O/P

- VEP
- HB / CTRS New Claims
- Change of Address Temp Accommodation & Hostels
- UCDS changes
- HB Stops
- Earned Income Changes (Non-Vep)
- Capital Changes
- Household Changes
- Indexing Application Forms (including creating claim numbers for Temp Ref claims)
- HA Rent Increases
- Housing Benefit Debt Service (HBDS)
- Significant Age Changes (16,18,35)
- One off Transfers from Housing
- Free School Meals
- Chatbot Connector (using a robot instead of an API between Telsolutions Chatbot and LOB system
- Email Indexing
- Debit Reconciliation
- Rent Increases (Non-HA)
- HBAA

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Clients and Partners

Roadblocks

- **Corporate Strategy / ICT Strategy**
- **Fingers burnt on IT projects before**
- **Fear / Risk**
- **Lack of knowledge & understanding of the technologies**
- **We already have automation**
- **Too busy / Other projects in train**
- **Business Case Signoff**
- **Procurement**
- **Cannot make staff redundant**

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Questions?

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