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HOW INTELLIGENT AUTOMATION IS IMPROVING OPERATIONS

TRUE OR FALSE QUESTION

All large organisations employ armies of robots to perform manual, repetitive, rules based admin work which is

- Mundane
- Really boring
- Delivers no job satisfaction
- But is vital to ensure business process flows work – especially when IT applications don't share information

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They are cunningly disguised as PEOPLE !

ROBOTIC PROCESS AUTOMATION

1. What is it?
2. Why does it exist?
3. How is it helping improve operational performance?
4. Informing a business case

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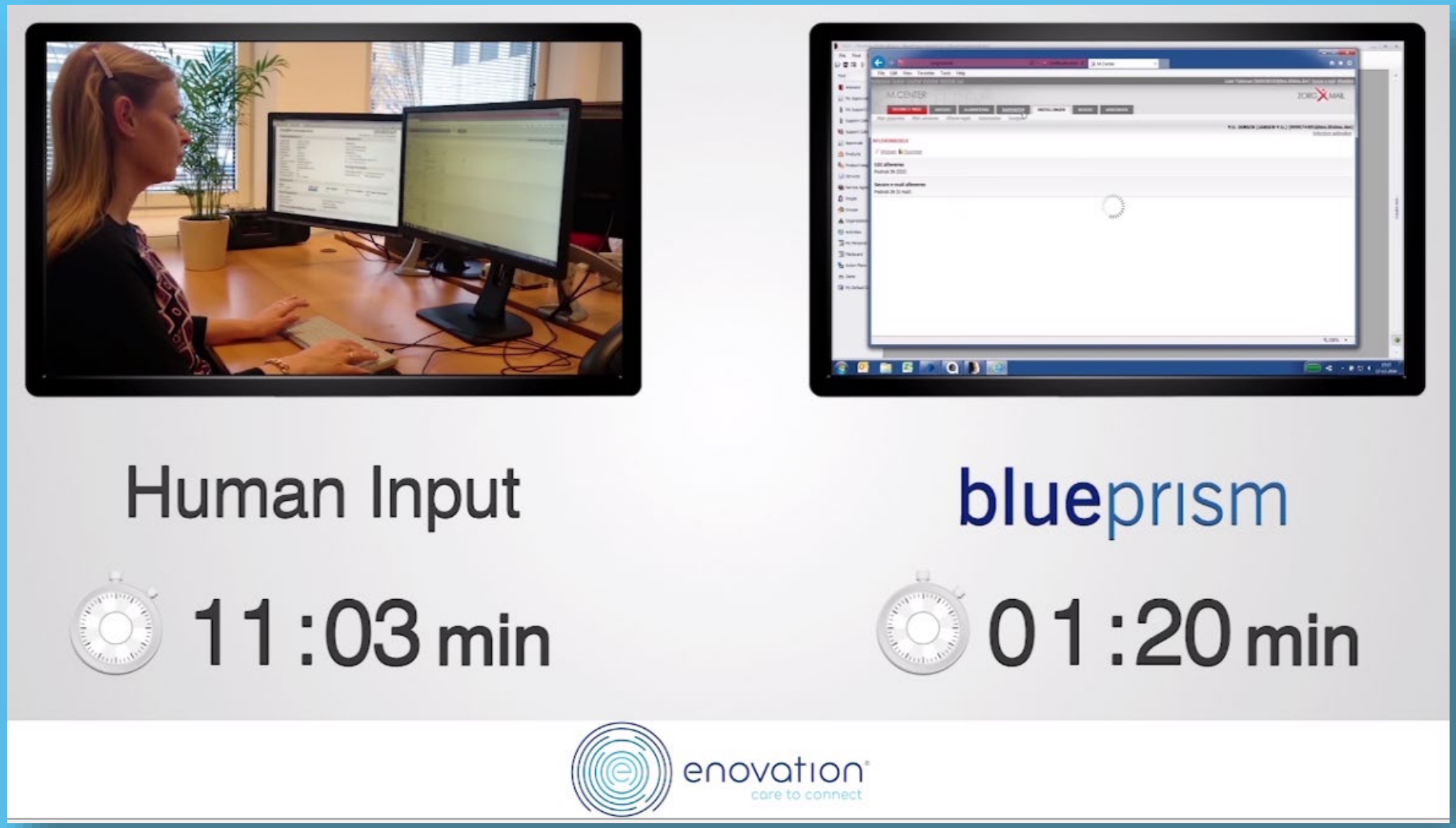
What is it?


Human Input
11:03 min
blueprism
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Why does it exist?

1000000000's of hours are being spent by people working like Robots

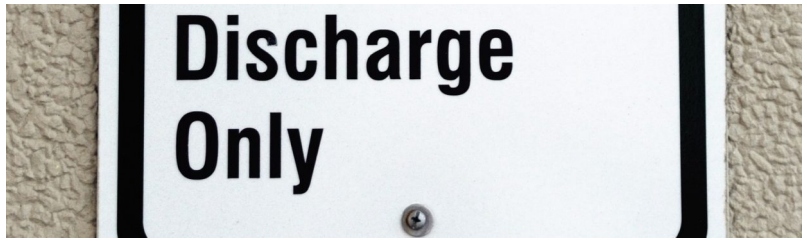
Health & Social Care is not immune!

Fact 1: It's not a perfect world! Many systems don't talk to each other, but they are vital to supporting citizens / patients.

Fact 2: We accept this situation & rely on people to bridge the gaps.

blueprism® enables the automation of such tasks to improve productivity and gain back time to focus on higher value activities.

Specific use case examples



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How is it helping the NHS

A myriad of use cases

- Electronic Referrals
- Patient Registrations & address changes
- Supporting Digital Dictation Projects
- Document Management
- Self Service Kiosks
- Automated Case Note Tracking updates
- Automated follow up appointment booking
- Patient discharge and initial referral closure (closing the loop)
- Global Patient record updates with additional standard information
- Automating parts of the Clinical Correspondence generation
- Sharing of Oxygen data with clinicians and GP's
- Automation of NHS Jobs Processes
- Electronic White Board Bed Management solutions – e.g. discharge
- Write back to PAS solutions
- Systems Quality Control and pro-active systems monitoring
- Large scale data migrations
- On-boarding and off-boarding staff access to systems / applications
- Back Office Automations
- Finance (e.g. invoice generation, invoice processing, reconciliation processing)
- Supplies (Pharmacy stock control alignment to financial systems)
- Payroll validation vs hours claimed by staff
- etc

And there is more...

E-health

Assisted living + proactive health monitoring reducing risk of (re-)admission

University students & General Practice

Seasonal peaks in workload

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Informing a business case

Taking a different approach (fictitious scenario)

On average 1 person will be productive for 6 hours per day (7.5 hr working day)

1 robot can be productive 24 hours per day, 7 days a week, 365 days per year

1 robot can complete up to **8,760** hours of robotic work per year (often faster than a human too)

Lets assume our robots will work twice as fast and there are 4 of them.

You can potentially save **70,000** hours of human work time per year.

@£14 per hour this would cost a business c. £1m per annum

What if you could employ a workforce do the same work for c. £3 ~ £4 per hour?

Why do we continue to get our employees to perform rules based administrative work that is…

- unrewarding,
- mind numbingly boring,
- prone to error,
- increasing the risk of attrition

Isn't it time we take the **robot out of the human** and put 1'000's hours back into patient / citizen care?

Thank you for your time.

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