

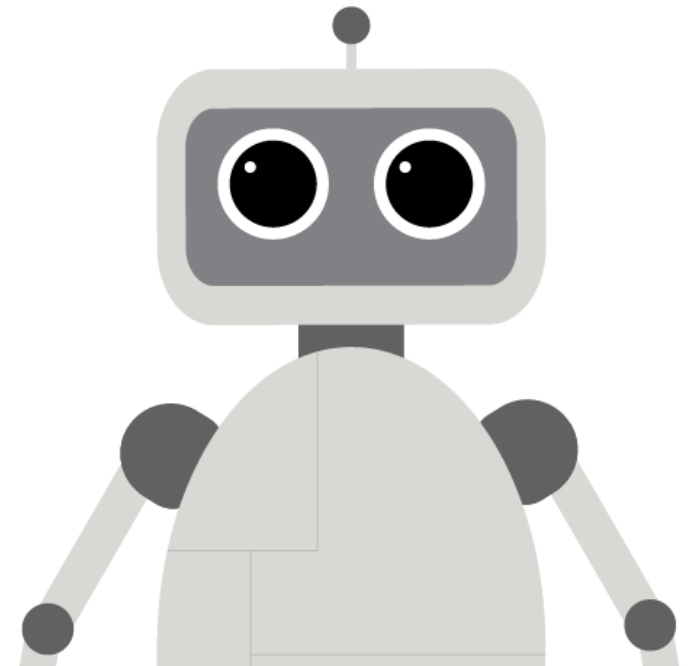
# RPA Proven to Make a Difference

Tom Wright – NDL Software  
Patrick Knight – Medway Council  
Jonathan Riches – Housing 21



# Introducing Medway Council

- NDL Customer since 2011
- SX projects:
  - eForm to back-office
  - Back-office to back-office
  - System migration



# The Medway Revenues and Benefits experience..... and the story of our bots

Patrick Knight

Head of Revenues and Benefits

Medway Council and Gravesham Borough Council



# Medway



# Drivers for change

- Local Government Finances
- Shared service opportunity
- Transformation
- End of contract

# Creative approach needed as

- Way forward £'000s
- Biggest service system change for 18 years
- Encrypted data
- Volumes and growing daily!
- GDPR
- Timescales.....

# 1989 ! ?



# Solution?

- SX, NDL's RPA Platform
- Control file
- Iterations – modified documents
- Map process
- Create user accounts



# Mickey Ironman ...the story of our bots



# Summary of Results

- Cynical --→ 😊
- 6m documents successfully transferred of various formats
- Saved £'000s
- Most successful part of whole project
- Go for it !

.....success !

# Innovation & Bright Idea

Make A Difference Awards **2019**



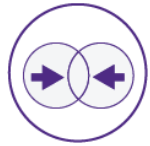
# RPA Proven to Make a Difference



# Robotic Process Automation



Migration



Data Integration



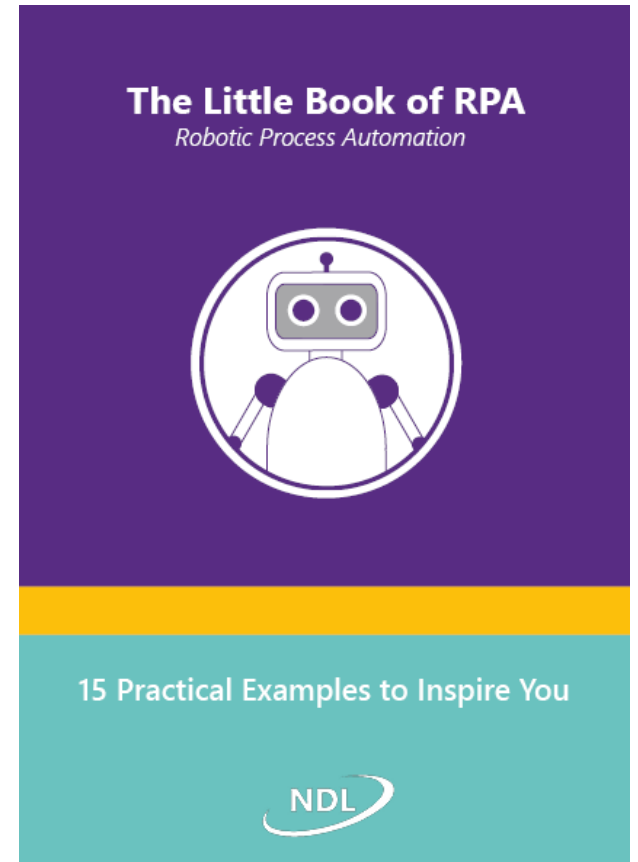
Synchronisation



Extraction

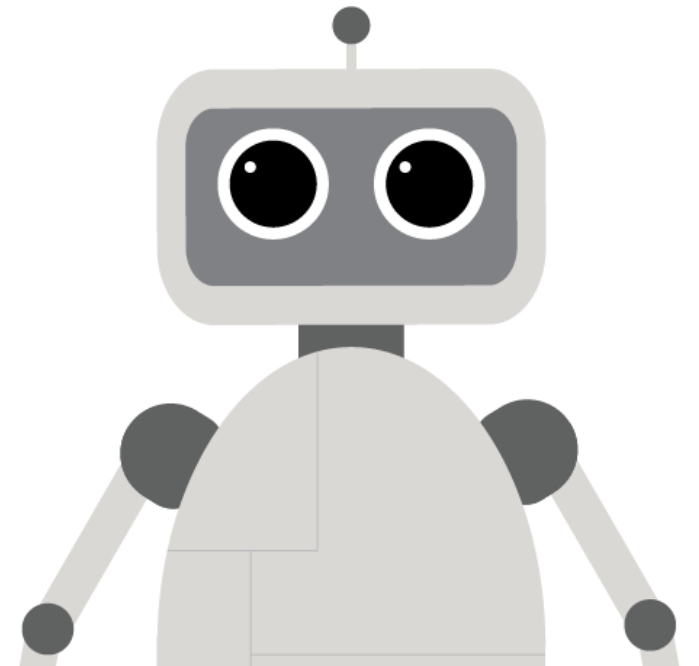


Process Automation



# Introducing Housing 21

- At the start of their RPA journey
- The initial focus is finance
- Successful POC



# Housing 21's journey of Robotic Process Automation

...First Steps, plans and challenges so far

Jonathan Riches

Technology & Innovation Manager

# The process of deciding you need RPA - Stage One

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## What systems need integration / interfacing / automation

- Look at business process outcomes required
- Examine systems & quasi-systems in use
- Identify where data should live, what the sources of that data are, and where it is used
- Focus on highest impact activities
  - Find out what people spend their time doing
  - Volume of work
  - Volume of errors
- Select appropriate processes to automate



# Process of deciding you need RPA - Stage Two

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## Take selected processes

- See what existing systems are already capable of...
  - Does existing system have relevant capabilities? E.g. Web forms, APIs
  - Can you use standard integration tools?
- Realise...
  - The existing functionality is easier to get wrong than right
  - The integration tools have gaping holes in their functionality
  - The supplier isn't about to remedy it, but for a whole bunch of reasons you're stuck with them

...Start looking into RPA

# Selection process

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- Needs to work with our systems
- Mustn't cost too much
- Must work on our infrastructure
- Mustn't require skillsets that are too much at odds with everything else we do
  
- Proof of Concept - Raise a Purchase Order
  - Install in advance onto development environment
  - Do it while we watch

# Why SX?

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- It worked for the PoC
- They had other customers using it with the same main system that we had, and they were happy with it
- They looked like they knew what they were doing
- Good product documentation
- Familiar look and feel
- Worked with .NET / SQL so matched our skills and infrastructure
- Reasonably priced

# First steps & challenges

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- Training really good
- Other project priorities impacted available resources
- Developers trying too hard!
  - Be lazy and use the NDL help desk
- Business system had many bizarre quirks and failures that users just put up with, but you need to be ready for
- Not always easy to find out what people *really* do with the system
- *We underestimated* how much an NDL consultant can do in a day
- It turns out that even after they sold us the product, NDL have been really helpful, and their assistance invaluable

# Key take-aways

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- RPA enables automations that would otherwise be impossible
- Make sure you fully understand the business process you're trying to automate
- Start with something relatively simple, but with potential
- Be ready for edge cases – but that doesn't necessarily mean you need to automate them
- RPA tools are proven and work well

# And finally... Guiding Principles – ITIL v4

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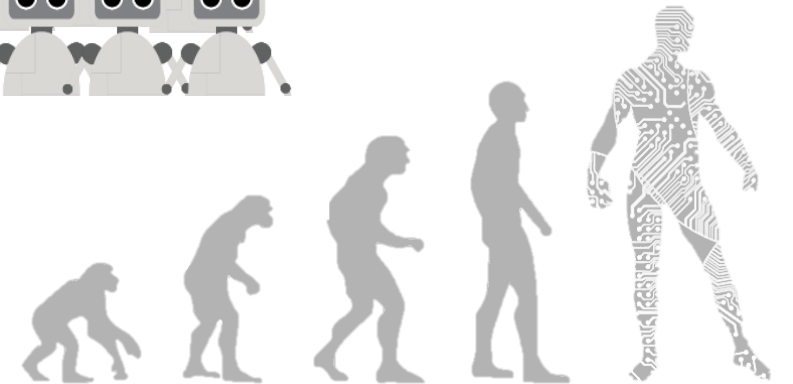
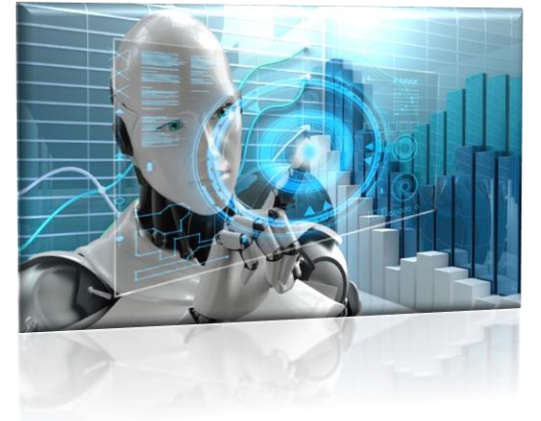
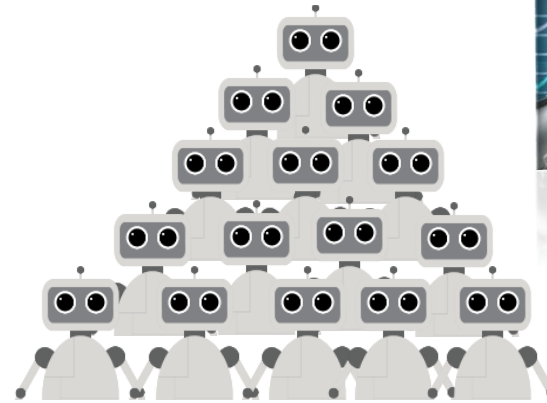
- Focus on Value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

# RPA Proven to Make a Difference



# Evolution Not A Revolution

- 35 years + experience
- Terminal Emulation
- 'Screen scraping'
- Robotic Process Automation
- Intelligent Automation





# NDL Intelligent Automation

- AI alongside RPA
- Open architecture
- Choice of cognitive services
- Integration into any systems
- True flexibility



# Why NDL?

- Developed and supported by NDL
- Public sector specialists - UK SME
- Other software tools for digital transformation
- Attended and Unattended
- Used at scale and ....



Thank you for your time.

Come and say hi to the  
NDL team at our stand!