Leveraging RPA to supercharge CX and task automation

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A look at our past

	Rich pedigree		Mission expertise	
DXC USPS	• EDS • Hewlett Packard	50+ year legacy delivering next-generation solutions to a broad set of federal agencies	**2.5B** Intrusion attempts prevented per year for the US Navy	**1B+** Medicare claims processed per year
VENCORE	• GE Aerospace • Lockheed Martin • Bellcore	Deep intimacy built upon critical mission partnership, in some cases since agency inception	**#1** Provider of systems engineering services for intelligence community	**1st** Cloud migration supported in intelligence community
KEYPOINT GOVERNMENT SOLUTIONS	• Kroll	Government's largest investigative services provider with a relationship that spans over a decade	**200k+** Background investigations conducted per year	

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End-to-end portfolio of service offerings and solutions

Supported by a strong innovation engine and broad partner network

Strong Innovation Engine and Extensive IP Portfolio

260+
Issued, licensed, and pending patents

Largest
Contractor for DARPA cybersecurity research

170+
PhDs on staff

50%
Technical research staff who are patent inventors (Bell Labs heritage)

$80M+
In government funding for applied research

Academic Partners

Massachusetts Institute of Technology · PRINCETON UNIVERSITY · COLUMBIA UNIVERSITY · Penn *University of Pennsylvania* · PURDUE UNIVERSITY · Carnegie Mellon University · GW UNIVERSITY WASHINGTON DC · PennState · UNIVERSITY OF MARYLAND · TEXAS A&M UNIVERSITY · RUTGERS · VIRGINIA TECH

End-to-End Service Offerings and Solutions

Integrated solutions and mission expertise

Cyber security

Investigative services

Applied research

Analytics and data services

Systems engineering and integration (SE&I)

Application services

Digital strategy and transformation

Cloud computing and infra. services

Digital workplace
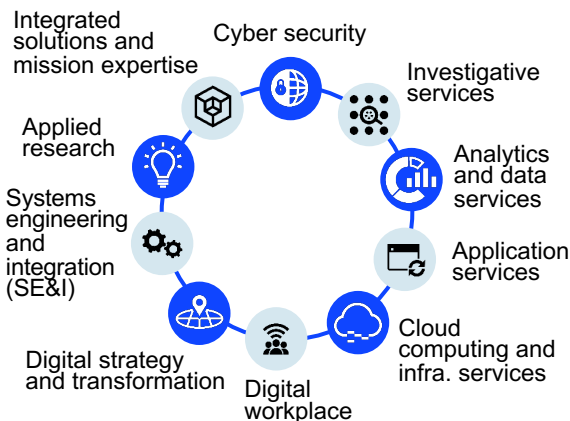
Broad Partner Network

Microsoft · amazon web services · ORACLE · AT&T · DXC.technology · DELL EMC · Hewlett Packard Enterprise · hp · UiPath · Symantec · redhat · VERITAS · MICRO FOCUS

Long-standing customer relationships

Mission services				Enterprise IT services	

Intelligence Community *30+ years*	**U.S. CYBERCOM** *1+ year*	**Office of Dir. Of Nat'l intelligence** *10+ years*	**Veterans Affairs** *20+ years*	**Dept. of Education** *20+ years*	**NASA** *46+ years*
Air Force *15+ years*	**Nat'l Geospatial Intel Agency** *35+ years*	**Dept. of Justice** *4+ years*	**Department of Defense** *35+ years*	**Strategic Command** *< 1 year*	**Treasury** *20+ years*
DARPA *20+ years*	**NOAA** *1+ year*	**CECOM, AMCOM** *13+ years*	**FBI** *7+ years*	**HR Command** *30+ years*	**S&L Govt.** *25+years*
GSA *17+ years*	**DHS** *15+ years*	**Nat'l Background Investigation Bureau** *13+ years*	**Housing and Urban Dev.** *25+ years*	**HHS, CMS** *25+ years*	**United States Postal Service** *20+ years*

Franchise position in Intelligence Community and defense

Broad portfolio of U.S. public sector customers

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We see RPA as a force multiplier for the customer experience (CX) in the public sector

RPA provides accelerated responses on client-facing processes. RPA gives us an opportunity to enable accelerated and accurate data-driven self-service.

RPA provides a bridge between legacy and digital. RPA is redefining how we view integrations between legacy systems with digital services like mobility.

RPA is an enabler to digital government. RPA can help move to digital government by playing a more direct role in an agency's CX experience within its organizations, with other agencies and with the citizen.
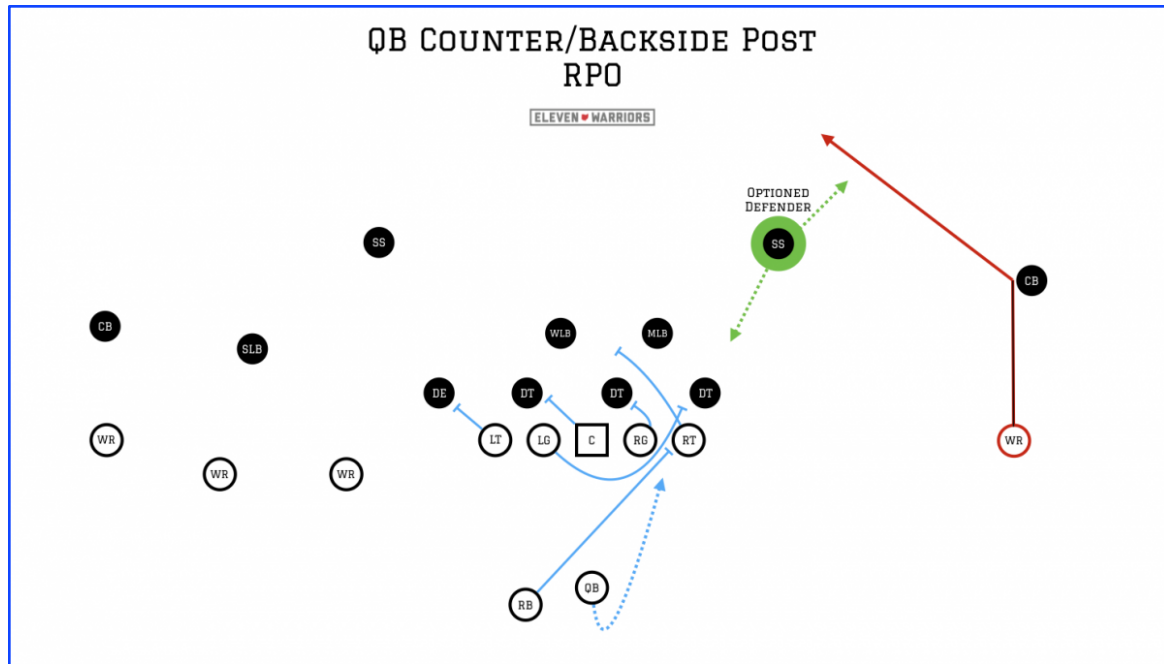
We're rethinking how government works.

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# Think RPO (Run-Pass Option)

Blueprint for RPA inference

- RPO in football is the same play, with different outcomes.

- QB needs to read the pre-snap defense.

- Depending on the read post-snap, QB can choose run or pass.

- No one knows the play except the QB.

QB COUNTER/BACKSIDE POST RPO

ELEVEN ♥ WARRIORS

RPA on RPO

Blueprint for RPA inference

- RPA workflows can execute in a manner with multiple outcomes.

- RPA workflows can "read" dynamically changing files.

- Depending on the data, RPA workflows can execute differently.
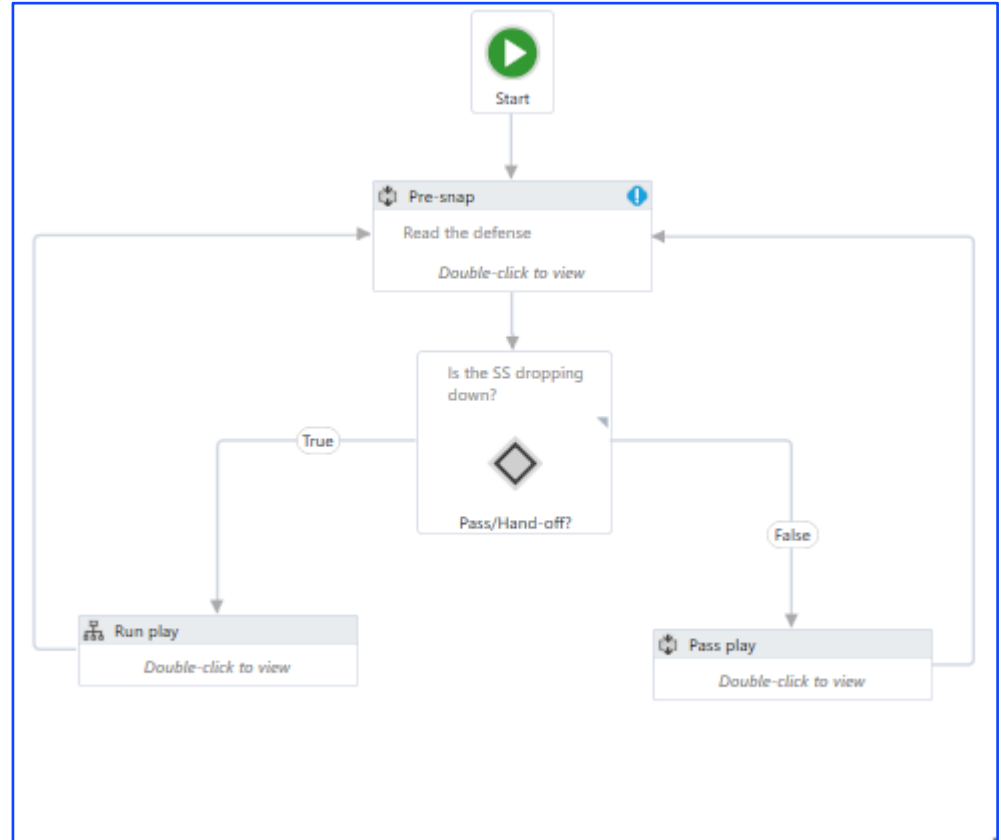
We're looking at RPA for the future of task automation

RPA use cases must replace human functions – not other tools. We don't see RPA replacing other technology. We see RPA harnessing other technology!

RPA use cases must engage two or more disparate but simultaneous events. Challenges and complexity can occur because multiple events happen at the same time.

RPA is a critical component in a larger automation eco-system. RPA lowers the barrier for organizations to leverage analytics, software robotics and disparate digital systems.

We're rethinking how we work.

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Thank you

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