Robotic Process Automation (RPA) for the Public Sector

ENHANCE CITIZEN SERVICES AND IMPROVE AGENCY PRODUCTIVITY

Liberate public servants from mundane tasks so they can focus on more personalized citizen experiences. With RPA, they spend less time processing requests or paperwork, and more time fulfilling your agency's mission.

The ever-present challenge for government agencies: do more with less

Public sector leaders are under constant pressure to be good stewards of taxpayer money. Yet they often wonder how they can take on new, or support existing, mandates without additional staff or funds.

Agencies of all sizes and at all levels—national, regional, and local—must better balance budget and staff constraints with constituent demands, all the while contending with an aging workforce, siloed infrastructure, and security threats.

Public sector digital transformation initiatives have tried to address these challenges for some time. Yet in the United States, 58% of citizen-related processes are still paper-driven, while in the United Kingdom, only

20% of public service employees do strategic work that requires analytical thinking.

Robotic Process Automation (RPA) from UiPath accelerates digital transformation so your agency can deliver more modern constituent services. Leading agencies already use RPA to improve service delivery through new operating models and an 'automation first' approach to process automation.

In fact, RPA is an excellent way to help governments prioritize citizen services, free civil servants from redundant and time-consuming tasks, reduce costs, and improve productivity.

POPULAR TASKS TO AUTOMATE IN THE PUBLIC SECTOR

UiPath has already helped agencies automate processes like:

- HR personnel onboarding and skills mapping
- Public records inquiries
- Welfare, pension, and child maintenance policy management
- Background checks
- Document management
- Supplier intake and management
- Financial and accounting processes

Nearly any process can benefit from automation. The fastest ROI usually starts from automating processes that are highly manual and repetitive, high-volume / low variability, rules-based, and have common data types and formats.

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Sweden's Trelleborg Municipality uses RPA to save at least 60% in administrative services costs, while simultaneously increasing labor market participation in key initiatives by 50%.

"RPA has allowed us to reduce our administrative costs, which is something all Swedish municipalities and counties want to do."

FREDERIK GEIJER
Municipal Chief Executive, Trelleborg Municipality
Handles Sweden's automated social services, labor market administration, and other services

The pillars of a successful—and transparent—automation initiative

UiPath delivers the industry-leading automation platform that can unleash the full potential of your employees and constituency services teams.

RAPID RESULTS

Many public servants can record and create their own automations. Developers get over 300+ drag-and-drop activities, recorders, and templates. Administrators can deploy and scale quickly with shared components, configuration and upgrade tools, and centralized license management.

SKILLED ROBOTS

UiPath supports the widest set of applications. Robots can work unattended, with humans in the loop, or in hybrid modes. Our leading Computer Vision technology reads screens and documents in a humanlike manner and improves over time.

DEFENSE-GRADE SECURITY

The UiPath Platform has been certified as meeting the highest level of the Veracode program: Verified Continuous.

DRAG-AND-DROP AI

Bring your own machine learning models, or easily deploy native or partner-build AI skills including Computer Vision and Natural Language Processing.

SCALABILITY

UiPath has a proven, scalable architecture that can be deployed on-premises or in the cloud (or hybrid cloud), that also includes a DevOps approach to create, deploy, manage, and share workflows across large teams.

TRANSPARENCY

Constituents demand that digital technology benefits are both ethical and transparent. UiPath automation log files capture every Robot action. Attended Robots keep users in control. And drag-and-drop AI lets agencies choose the most responsible models.

RPA + public sector automation experts = your best solution

UiPath and our Business Partners have the public sector automation experts you need to realize ROI and achieve constituent service-level objectives.

- An RPA platform that can be implemented and show ROI in weeks, not months.
- Free training to ramp up your team and identify where to start.
- Guidance to set up a Robotics Operations Center and governance model so you can re-use components and get the most from your investment.

Meet with a UiPath or UiPath Business Partner public sector automation expert today.
Or learn more at uipath.com/solutions/industry/public-sector-automation