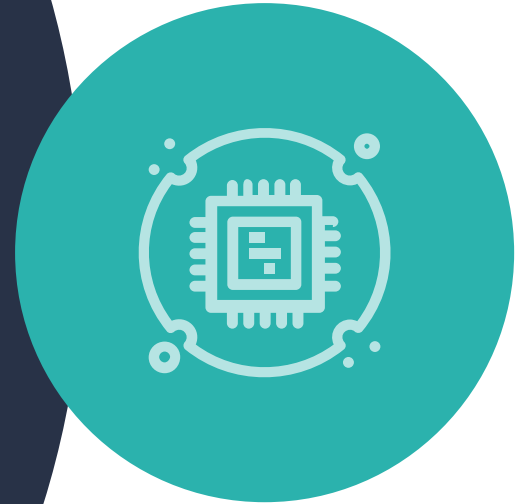


Unleashing

The Power of Robotics:

Government agency's Automation Delivery Centre upgrade realises 50% efficiency gains and zero downtime.



Who:

A large central government agency

What:

Upgrade of Automation Delivery Centre through use of Robotics

Why:

To free up staff from manual processes and be more efficient

Benefits:

50% efficiency gains, zero downtime, upskilling teams

Background:

Driven by the NICE Robotics Process Automation (RPA) platform, the client's Automation Delivery Centre (ADC) comprises people, technology and key processes to deliver continuous robotic automation, through a set of shared services. It provides pipeline management and promotes the transition from manual intensive processes to automated processes.

The Business Case:

The client wanted to free up staff from manual processes, enabling them to focus on more customer-facing tasks. The upgrade would be integral to this goal and would mean:

- Replacing comprehensive, customised scripts with the newer platform version with out-of-the-box, low-code/no-code components.
- Fixing parts of the automation portfolio that had broken in recent minor upgrades.

The client also wanted to transfer from Microsoft Internet Explorer to Microsoft Edge Browser - which is not supported in newer versions on NICE, so needed support with this.

Collaborative working:

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Rapid mobilisation and scaling:

We needed to source a security check (SC) cleared team rapidly - the industry average for achieving this is about three to six months. We used our extensive internal network and leveraged our close ties with key partners to mobilise an SC cleared team within two months. Although we hired the team regardless of location, we encouraged working in person - for collaborative exercises. This resulted in efficiency gains and increased levels of innovation.

Methods:

We discovered there wasn't a deployment structure in place to suit RPA solutions. So we worked closely with the client to design a structured implementation procedure and tested it with Live Services. This method proved to be very effective and was officially adopted by the client.

The team used aspects of Pragmatic Agile - producing frequent iterative deliverables with tested and working solutions, but agreed to relax specific practices in order to increase efficiency, reduce constraints and enhance delivery performance. We frequently demonstrated each solution and its value, so the client had control over prioritisation decisions early in the implementation process - which helped us build an outcome-based roadmap to track the progress of the project. The roadmap showed the outcome and delivery of each solution incrementally and was overlayed with heatmaps (for resource gaps and progress on individual solutions).

We also worked collaboratively with NICE consultants to build analytics that would become the single source of truth for all teams on the project.

Continuous Improvement:

To guarantee a seamless transition into Live Services, some of our development team joined the Live Services team to continue the knowledge handover, and to train and educate the support team on the new automation solutions.

This let the client conduct continuous improvements to existing solutions, fix issues and create solutions using the upgrade after the completion of the project.

The team also found operational efficiencies at the handover to the Live Services team. At each handover the team produced high quality documentation and made it available on the client's Confluence space. The documentation contained information about the current release, but also captured up-to-date documentation about the whole incumbent system to fill the identified existing knowledge gap.

Benefits:

- We improved analytics in the NICE platform to measure the success and efficiency of the solutions.
- The customer feedback loop from the client and Live Services helped us improve our delivery processes.
- Our Developers and Testers continuously reviewed code and scripts, creating gains where possible and re-writing if necessary.
- To improve cost containment, we were able to reduce the headcount of some of the leads and create cross-cutting roles with mixed responsibilities.

Exceeding expectations:

We were able to exceed the client's goals by:

- Increasing the overall current success rate from 60% to 90%.
- Deploying all solutions into Live with zero downtime, maintaining high availability and minimising business interruption.
- Fully documenting the platform setup, configuration and deployment process, providing information to fill any knowledge gaps.
- Guaranteeing a seamless integration by transferring some of our Developers into the Live Services team and educating and supporting the new team.