UiPath™

PUBLIC SECTOR

How UiPath is Powering Digital Transformation in the Public Sector

RPA Use Cases for Government Agencies

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Just like commercial organizations, public sector agencies struggle with a high volume of work, employee shortages, frequent regulatory and policy modifications, and insufficient or outdated technology resources.

Because of the highly transactional, repetitive, and time-consuming nature of many of the tasks and processes necessary to keep government agencies—DOD and Civilian—running smoothly and effectively, it is a perfect environment for Robotic Process Automation or RPA.

RPA allows agencies to prioritize human-centric services and declutter departments from redundant and time-consuming tasks, achieving not only an ROI in cost but in the intangibles of increased capacity, better compliance, and reduced backlogs.

See how UiPath is freeing the public sector from the weight of robotic work in this ebook.

Automating the Procurement Process

Get What Your Agency Needs, When You Need It

Procurement is a major issue for the public sector. The federal government spent more than $4 trillion in 2018, as agencies and departments tried to ensure they had the goods and services needed to fulfill their missions. The procurement process itself is a pain point for both DOD and Civilian agencies, with numerous time-consuming and burdensome tasks that are often prone to errors.

As the government looks to modernize the way it buys things—to make the process faster and more cost-effective—many agencies are finding a solution in RPA. Read on to see how agencies are already using RPA in procurement, contractor responsibility determination, and procurement data management.

Agency:

General Services Administration (GSA)

Process:

Procurement

Time to Deployment:

3.1 Months

The Challenge

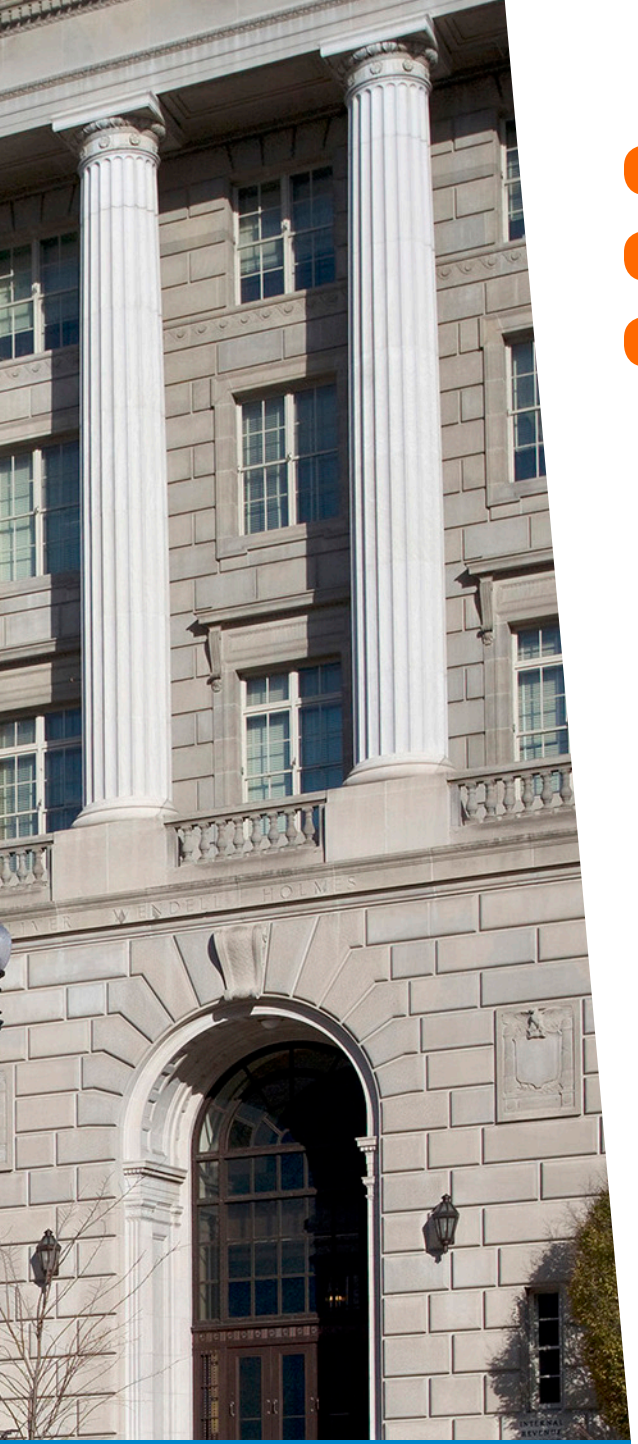
The General Services Administration was looking at ways to automate aspects of the contracting process, which previously required employees to spend a lot of time copying and pasting information.

The Solution

The GSA built a UiPath robot called “Truman” that was able to perform many of the mundane tasks involved in the procurement process, reducing certain employee tasks from 15-20 minutes to mere seconds.

The Benefits

- 90% of transactions automated
- 25,000 orders processed in the first 4 months
- 10 FTEs saved



Agency:

Internal Revenue Service (IRS)

Process:

Contractor Responsibility Determination

Time to Deployment:

2.5 months

The Challenge

The IRS Office of Procurement obligates billions of dollars in contracts each year, but before a contracting officer can award a contract, they must complete a responsibility determination. This involves confirming that the contractor has adequate financial history, experience, integrity, and other qualifications by collecting information from various sources. Some contracts can require dozens of data points from 20+ disparate sources.

The Solution

With the help of UiPath, the IRS deployed a Responsibility Determination bot which is accessible by all 300 of their procurement professionals. The bot goes to public-facing websites, such as SAM.gov or Dun & Bradstreet, to analyze data on vendors and review a contractor's financial resources, integrity, and business ethics.

The Benefits

- Saved an estimated 15,000 FTE hours per year
- Per contract determination process reduced by 90%

Agency:

Department of Transportation (DOT)

Process:

Procurement System Data Management

Time to Deployment:

5 weeks

The Challenge

The Department of Transportation had a legacy PRISM System that was used to create, manage, and report on procurement actions prior to the migration of active contracts to the new DP2 procurement system. With PRISM retiring, the DOT needed to migrate 150,000 records to the new system—each with varying quantities of requisitions, contracts, modifications, task orders, purchase orders, and other supporting documentation.

The Solution

Rather than hire temporary employees and complete the migration manually, DOT utilized UiPath robots to access, search, collect, and logically categorize all 150,000 records into a shared drive for easy and error-free import into the DP2 system.

The Benefits

- 75% reduction in data migration time
- 50% reduction in project cost
- 100% error reduction

Human Resources Automation

Faster and More Efficient Personnel Processes

The federal government employs about 2 million full-time workers, and that's not counting the 500,000 who work for the United States Postal Service. With personnel files, military records, medical records, payroll, and more to keep track of, human resources processes are a huge weight on government agencies—particularly if they're still conducted manually and mostly on paper.

UiPath is helping agencies from the USPS to the VA automate human resources processes, using RPA to retrieve, update, and organize records across multiple legacy systems. Read on to find out how.

Agency: Defense Logistics Agency (DLA)

Process: Personnel Onboarding

Time to Deployment: 2 months

The Challenge

The Defense Logistics Agency's onboarding process for new personnel involved several data entry points where manual errors were frequently identified. Sometimes these errors even resulted in redundant personnel records being generated. All of this added additional time to the process for monitoring and correcting errors.

The Solution

The J6 RPA team built an attended robot to automate new hire data entry, saving the DLA over 800 hours a year in processing time with just a single automation. This is just one example of the 40+ automations J6 is moving into production within the HR onboarding space.

The Benefits

- 100% accuracy
- 800 hours saved in processing time

Agency:

United States Postal Service (USPS)

Process:

Employee Uniform Allowance

Time to Deployment:

7 weeks

The Challenge

The United States Postal Service has more than 500,000 employees. Certain employees must wear prescribed uniforms in performing their duties, and currently there are six different categories of uniformed employees, including carriers, supervisors, and maintenance workers. These employees are entitled to a uniform allowance to purchase authorized uniform items. Allowances are impacted by the employee's anniversary date, position category, eligibility, and other factors.

The Solution

The USPS deployed a bot to automatically pull down a report of new hires eligible for the Uniform Allowance after completing the probationary period. The bot was deployed to track, update, and interface with the USPS Oracle ERP system to identify promotions, extended absentees, and relocations. Updates to payroll were made almost immediately.

The Benefits

- 8 FTE team reconfigured to 4 FTEs
- Faster allocation of Uniform Allowances to employees

Agency:

US Department of Veterans Affairs (VA)

Process:

Patient Record Filing

Time to Deployment:

3 days

The Challenge

When veterans receive care outside a Veterans Affairs facility, their medical records are faxed or mailed back to VA staff for inclusion in their electronic health record (EHR). The process is unwieldy and results in delayed care—as the records aren't readily available to staff providing care to the veteran—as well as the extra staff time and costs of calling providers, and scanning and printing documents. With the recent passage of the Mission Act laws, this issue will only be compounded.

The Solution

A Veterans Administration hospital in Nebraska is using RPA bots to monitor and read the faxed records, then accurately assign them to the military member's official electronic records. With the increased efficiency of automated records processing, doctors and support staff can maximize their appointment calendars.

The Benefits

- 95% of medical records transactions automated
- 141 VA hospitals can use the same code and/or robots
- 30% reduction in canceled appointments
- 200% increase in capacity

Invoicing and Finance Automation

Make Processing Financial Information Easier and More Accurate

Accuracy is paramount in public sector financial processes. In addition to helping maintain a record of the agency's spending for compliance purposes, past financial data impacts future decision making.

By implementing RPA equipped with optical character recognition (OCR), bots can perform invoicing, purchase data input, and financial reporting the same way a human worker would, but faster and with fewer errors. And automating these processes frees an agency's human workforce to focus on analytical, mission-centric work.

Agency: Inter-American Development Bank (IDB)

Process: Invoice Processing

Time to Deployment: 7 weeks

The Challenge

The Inter-American Development Bank processes over 20,000 invoices annually. The process starts with gathering PDF or image files from an email and moving the pertinent data through SAP and ServiceNow to reconcile the invoice. The average processing time per invoice is 7 minutes.

The Solution

The IDB deployed UiPath bots and optical character recognition (OCR) capabilities to automate the invoice processing procedure. In less than 3 months of development the IDB invoice process bot was live and able to reduce processing time to 1 minute per invoice.

The Benefits

- 86% reduction in process time
- 100% error reduction
- 2,000 labor hours saved annually

Agency:

Defense Information Systems Agency (DISA)

Process:

Financial Data Gathering

Time to Deployment:

8 weeks

The Challenge

DISA needed to gather information and financial data required to present an “accurate and reliable” financial picture of the agency. This information is needed to support financial decisions and current compliance auditing. The agency looked for ways to automate the mundane tasks and allow the human workers to conduct more in-depth analysis, rather than continuous data gathering.

The Solution

DISA began piloting four robotic process automation applications in 2017. They conducted a “Race the Bot” event in the office where the requirement was to pull supporting documentation for an audit request. In 15 minutes an employee was able to pull two items, while the bot pulled 150.

The Benefits

- 95% of transactions automated
- Moved data gathering responsibilities to the bots
- 100% reduction in data gathering
- 75% increase in information retrieval capacity

Agency: Naval Air Systems Command (NAVAIR)

Process: Purchase Document Processing

Time to Deployment: 2 months

The Challenge

NAVAIR's mission is to provide full life-cycle support of naval aviation aircraft, weapons, and systems operated by Sailors and Marines. Its strategic imperative is to increase material readiness and deliver capabilities with increased speed. Despite a $54 billion budget and 44,000 on staff across 8 locations, keeping weapons systems combat ready is a daunting task. In order to meet its imperative, NAVAIR is conducting 4 RPA pilots with UiPath, including automating the upload of purchase order documents into the DMS for additional processing, and automating the download and upload of NAVSEA purchase data into NAVAIR Qlik Sense dashboard.

The Solution

Both pilots met with success. Nine of the 10 steps in the NAVSEA process were able to be automated, cutting the process time from approximately 5 hours to just over 11 minutes. The DMS pilot resulted in significant improvements to DMS data management.

The Benefits

- 90% of the manual process automated
- 96% reduction in processing time
- Saved approximately 38,000 FTE hours annually

The Time for RPA Is Now

UiPath RPA has deployed in 90 to 120 days when agencies committed to RPA. OMB memo 19-XX objectives are not only achievable, but if you commit now, UiPath can help you exceed the goal of reporting on 2-3 RPA projects before the end of the year.

Contact us today and start on the path to RPA success.

GLOBAL HEADQUARTERS

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