

## Re: Your request made under the Freedom of Information Act 2000

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I am writing to make an information request regarding Robotic Process Automation solutions used at your organisation. Please complete the FOI questions below.

Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.

### 1) RPA Budgets

- a) Does your organisation have a dedicated budget for investing in RPA? If yes, please provide your organisations RPA budget for 19/20
- b) To date, how much has the organisation invested in RPA solutions?

**We don't currently utilise RPA solutions**

### 2) RPA Supplier

- a) Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, UiPath, Blue Prism etc.)
- b) Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented
- c) How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?
- d) Please state the start and end date of the contract with the supplier
- e) Did the organisation use a framework to procure these services? If yes, please provide the name of the framework
- f) Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)
- g) What was the annual cost to the organisation for the provision of the RPA solution in 18/19?
- h) Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount)

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