



Revenue and Benefits Indexing for Aberdeen City Council

How intelligent automation provided a solution to index Revs and Bens information provided by customers into the core system for processing

Agilisys



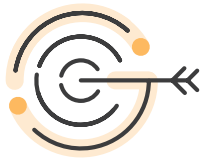
At a glance

- Customers update information via a number of online forms
- Five of these online forms generate more than 16,000 outputs each year that need to be updated in the Revs and Bens system
- As there was no integration, a team member needed to identify the account that the information was linked to and store the output information against this for later processing by the correct team
- Manual redirection of the output was taking over 600 hours per annum
- During holiday periods resources were limited, resulting in backlogs that needed clearing; wherever possible resources were borrowed from other areas to support



Challenge

- Online forms needed to be created/modernised across five categories to standardise outputs and maximise the impact of the automation
- Due to the manual activity required, there were significant resource challenges
- Resources were often being borrowed from other workstreams to keep the process at an acceptable level



Solution

- An Agilisys business analyst engaged with the service to document the process
- Delivery methodology was selected based on the complexity of the process
- The forms available were reviewed and redesigned by the Aberdeen City Council team, taking customer experience and streamlining into consideration
- An agile delivery was followed to breakdown big processes into smaller logical chunks to enable faster delivery
- The process was designed to scale, with the ability to add additional resources on if required
- Robust user acceptance testing and hypercare was followed before implementing the automation on live systems



Impact

- Delivery of an automated solution has removed the need for manual processing
- In excess of 25,000 items have been processed by the automation in a year
- Time saved equates to more than 1,000 hours/182 working days per annum
- Out of hours processing up to 9pm
- Updated standardised forms introduced to improve the customer experience

Challenge

Implementing automation to reduce manual handling

Implementing automation to reduce the need for manual processing and the risk of backlog generation

Aberdeen City Council customers update information via several online forms. Five of these online forms generate more than 16,000 outputs per annum that need to be updated in the Revs and Bens system. As there was no integration, a team member needed to identify the account that the information was linked to and store the output information against this for later processing by the correct team.

This labour-intensive manual process was taking over 600 hours per annum and during holiday periods, resources were limited, resulting in backlogs that needed clearing. Wherever possible, resources were borrowed from other areas to support, creating further pressures elsewhere in the Council.

Having previously used automation with great success, the Council recognised the impact automating the process would have, but for the technology solution to work, five categories of query needed the online form creating/modernising to standardise outputs and maximise the impact of the automation.



Methodology

Agile delivery of process automation

Intelligent automation solution delivered in iterations reduces the need for manual logging of customer

Blue Prism Cloud RPA was used to automate five of the query types:

- Change of Address
- Household Discount
- Unoccupied
- Landlord Student
- Student Exemption

The Agilisys business analyst engaged with the service to document existing practices and opportunities for intelligent automation across the query types.

A number of opportunities to streamline and improve the forms already in use, or implement new forms, were identified.

The Aberdeen City Council team developed the forms, keeping customer experience at the forefront of their minds.

The target of the process was primarily to take the customer information and upload that to the correct account for processing by the relevant team. This process was developed in parallel to the form activity being undertaken by the Council, which led to an iterative delivery approach.

Once developed the process was tested and has been running for over 12 months.





Impact

Over 1,000 hours saved through automated processing

Over 25,000 items have already been processed via automation, saving the equivalent of 182 working days

Thanks to an intelligent automation solution, the need for manual processing has been removed, freeing up time for Aberdeen City Council's teams to focus their time on value adding activities.

In total, in the first year of use, the solution has:

- Processed in excess of 25,000 items
- Saved the equivalent of over 1,000 hours or 182 working days of manual processing

In addition, the challenge of introducing standardised forms has been met, delivering an improved customer experience for Aberdeen City Council's users.

Further customer experience benefits have been delivered by making the automated system available until 9pm each day, extending processing hours versus the manual resources who worked standard office hours.

Furthermore, thanks to the automation solution's 'always-on' capability, transactions can be processed 365 days per year, eliminating the problem of backlogs building up and the need to call on staff from other teams to support.

All-in-all, revenue and benefits indexing for Aberdeen City Council has been transformed, benefitting the organisation and customers alike.



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An established partner for both the public and private sector for nearly two decades, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK, employing over 1,500 staff across the UK.

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