

Intelligent Digital Workforce



With a surge of new applications, and a growing backlog of tasks for workers, robotic process automation (RPA) and intelligent Optical Character Recognition (iOCR) can quickly begin to provide relief for workers across a number of repetitive, high-volume tasks and scale to meet current and future demands.

Leveraging Process Automation during COVID-19

The COVID-19 pandemic has already placed tremendous pressures on our State and Local government resources to continue to provide services to their customers. In particular, as the number of COVID-19 cases continue to rise, public assistance agencies will be confronted with an uptick in applications, renewals and other processes that will continue to strain their ability to serve. Against this backdrop, Process Automation tools may be able to assist agencies on the front lines that are now required to explore more creative strategies in place of in-person interactions. Given this fundamental transformation, we believe that automations or “bots” could augment and enhance the delivery of services by processing rules-based, repetitive, high-volume tasks that free up a worker’s day to respond to a growing list of urgent requests.

Use Cases Examples

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| <ul style="list-style-type: none">• Mass-registration of applications• Mass-processing of “no change” reporting | <ul style="list-style-type: none">• Intelligent processing of verification documents• Retrigger of processing after a Real Time Eligibility exception | <ul style="list-style-type: none">• Mass processing of forms• Mass closing of alerts | <ul style="list-style-type: none">• Replacing manual inquiries in external systems |
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Deloitte Hosted Software

Taking this a step further, this human machine collaboration is further simplified by our **Intelligent Document Automation Platform (IDAP)**, a cloud deployed solution that leverages iOCR and RPA technologies in an integrated solution. This technology is low cost, and is offered as a service which allows for quick deployments during these critical times. In approximately one month, IDAP could be leveraged to assist with public assistance applications and renewals, unemployment insurance, and other pressing issues given our current circumstances.

These are unprecedented times where government agencies are tasked with unprecedented challenges. The IDAP solution could be leveraged to help our government agencies refocus on the most critical tasks at hand.

Potential Benefits

- Quick deployment to operational in as little as 4 weeks
- Minimal infrastructure or O&M costs on the client
- Shortened processing time as much as 300%
- Can stand down capability after normalcy is restored
- Smart learning technology
- No touch access for Client or Deloitte team working from home (WFH)



Robotic Process Automation (RPA)

Acts as a “digital worker in the User Interface (UI) layer to mimic worker actions across application (e.g., log in, receive / send email, copy paste data). RPA operates on top of existing systems and infrastructure.



Intelligent Optical Character Recognition (iOCR)

Enables automatic reading and extracting of undigitized data (e.g., identifying and reading scanned SSN, applications, forms). It includes data validation and continuous learning for increased accuracy.