



Financial Systems Summit 2020

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Robotic Process Automation

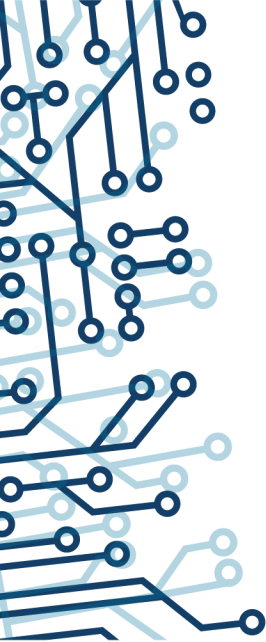


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THE CHALLENGE

- Budgetary constraints demand that Federal Agencies do more with less
- How can we best use our limited resources to:
 - Gain Operational Efficiencies
 - Improve Customer Experience
 - Increase Compliance
 - Raise Employee Morale





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OUR SOLUTION? IMPLEMENT RPA

Robotics Process Automation (RPA) is the automation of routine, rules-based processes.

Fiscal Service completed a pilot program to test the feasibility of RPA and have now implemented 40 unattended RPAs in production.



RPA Demo



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THE RESULTS



- Operational Efficiencies
 - Approximately **four million dollars** of labor reallocation potential over the next five years for RPAs already implemented
 - An additional **three million dollars** has already been identified
- Customer Experience
 - Processing time reduced by up to 99%
 - Processing capacity increased by more than 100x
- Increased Compliance – 100% accuracy
- Improved Morale – Reduction in mundane tasks and OT

CAN I DO THIS?

- Every agency has routine, manual processes
- The technology is proven and relatively inexpensive
- RPA does not require the “developer” to have a coding skillset
- A community exists for federal collaboration

