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
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
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