



# 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.



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# 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



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# 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

