

I am writing to make an information request regarding Robotic Process Automation solutions used at your organisation. Please complete the FOI questions below.

*Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.*

### RPA Budgets

1a. Does your organisation have a dedicated budget for investing in RPA? If yes, please provide your organisations RPA budget for 19/20

The Trust does not have a recurring revenue budget but along with another Trust has received HSLI capital funding to implement robotic processes. The funding allocated across 2 organisations for 19/20 is £224,000

1b. To date, how much has the organisation invested in RPA solutions?

External funding £224,000. Further approximate £126,000 has previously been invested in RPA solutions plus the annual maintenance cost of the system.

### RPA Supplier

2a. Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, UiPath, Blue Prism etc.)

### Enovation & Thoughtonomy

2b. Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented

UHNM Engaged with RPA to enable system integration where systems would not otherwise be able to integrate.

A RPA process has been implemented for information transfer from ERS to an internal clinical portal for electronic referrals to another which provides operational and clinical efficiencies.

We are subsequently developing internal RPA processes where time/resource/out of hours savings are demonstrable. To date, developments support teams in ICT and operational areas across the Trust.

2c. How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?

Three staff support the development of RPA processes as part of their day to day work – i.e., not full time RPA developers. Other staff support the implementation and design of RPA projects on a project basis, staff involved are varied and project dependent.

2d. Please state the start and end date of the contract with the supplier

Enovation contract commenced approximately in 2014 and is renewed annually with support and maintenance contract currently up to the 31<sup>st</sup> March 2020

Thoughtonomy contract commenced March 2019 and with a 2 year project currently scheduled up to 31<sup>st</sup> March 2021

2e. Did the organisation use a framework to procure these services? If yes, please provide the name of the framework

Information not held for procurement process for Enovation in 2014.

The framework used for Thoughtonomy was via PSTG and was SBS Link: Solutions IT Reference: NHS/16/CR/WAB/8723

2f. Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)

Enovation implementation costs included system configuration, training and support to the internal developer, as well as the annual support and maintenance of the 10 robots.

Thoughtonomy costs reflect technical installation and build of the platform, development of the first process and training for the internal developers, as well as annual support and maintenance of 5 robots.

2g. What was the annual cost to the organisation for the provision of the RPA solution in 18/19?

Enovation costs circa £41,000 in 18/19

Thoughtonomy capital funding totalled £316,000 in 18/19

2h. Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount)

Visibility of clinical information in our in house portal saves clinicians logging on to separate systems to see the information.

Administrative time has been saved from staff logging into a system and printing out the information and placing this in patients notes

Printing and stationery costs have been saved as the information is viewed electronically.

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