

**MANUAL**  
Processes

**RPA**  
Robotic Process Automation

# Robotic Process Automation

Robotic Process Automation (RPA) allows computer software, or a 'robot', to imitate the actions of a human and carry out repetitive business processes.

**Just like humans, RPA robots can, among other things:**



Log into applications



Move files and folders



Copy and paste data



Fill in forms



Extract data from documents

But they do it substantially better. A robot can work 24/7 and almost never makes mistakes.

In around 18 months here at NHS SBS we've saved 300,000 employee hours through our sector-leading investment in RPA. This gives our people more time to do more of the things that only humans can do - helping clients on the phone or developing solutions to the complex challenges they face - increasing service quality and user experience overall.

We're now working with our automation partner UiPath, a global leader in the field, to bring the benefits of RPA to NHS systems - faster, more reliable and cost-effective transactional processes, and more time freed up for your people to work on value-added tasks and projects.

## Why should NHS systems consider RPA?



**Accuracy**

Our RPA processes are designed specifically for the NHS, to replace error-prone and time consuming manual processes.



**Interoperability**

Our robots work seamlessly with a number of different systems such as Oracle, Outlook and Patient Booking to perform operational tasks.



**Efficiency**

RPA enhances information processing speed and delivery of more timely information to support decision making.



**Quality assurance**

RPA enables detailed process auditing and productivity reporting, and increased process accuracy improves output quality.



**Productivity**

RPA relieves workforce pressures and releases time back to staff to focus on more value added work such as front-line patient care.



**Costs**

Increased processing speed and accuracy reduces the need for reworking, reducing overhead expenditure and ultimately cost.



**User experience**

Releasing staff from repetitive, dull tasks increases staff wellbeing and job satisfaction.

## Why NHS SBS?

A joint venture between the Department of Health and Social Care and Sopra Steria, a European leader in digital transformation, NHS SBS offers an unrivalled combination of in-depth NHS knowledge and knowhow, the financial capacity to invest continually in digital and automation technologies, and the expertise to deliver best in class solutions.

Delivering services to almost two thirds of the NHS, our operational scale allows us to attain, and pass on to clients, levels of efficiency, cost-effectiveness and operational resilience that are unachievable for individual NHS systems.

RPA from NHS SBS leverages our long-standing relationship with UiPath and our in-house experience for the benefit of the NHS, to deliver:

- Secure, cost-efficient, scalable, resilient RPA, fully aligned to the national digital agenda
- Efficient, digital processes to reduce the burden on NHS staff, so they can focus on delivering world-class patient care.

To find out how Robotic Process Automation from NHS SBS can support your organisation, please contact:

[sbs.rpaconsultancy@nhs.net](mailto:sbs.rpaconsultancy@nhs.net)