

Ref no: 028120919  
From: Public  
Date: 12/09/19  
Subject: Robotic Process Automation

## REQUEST & RESPONSE

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? Is yes, please provide your organisations RPA budget for 19/20

**No**

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

**0**

### 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.)

**No**

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

**N/A**

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

**N/A**

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

**N/A**

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

**N/A**

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)*

**N/A**

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

**0**

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)*

**N/A**