



Intelligent Process Automation for Public Sector

Jessica Kim
Customer Success Manager, UiPath

What will 2023 be like?

*“67% of global public sector employees expect they’ll have to fully **return to the office**”*

*“Government **customer experience (CX) quality** is facing challenges in improving despite increased funding and executive support”*

FORRESTER®



A higher need for improving both employee experience & customer experience

*“78% of government organizations globally to focus more on **Intelligent Process Automation (IPA)** and move beyond RPA.”*

“Governments globally will leverage IPA to provide 25% of government services by 2024.”

IDC



Continuous leveraging of advanced capabilities on automation

Automation for employees & operations excellence

92% of Singaporean organizations agree that automation will be a critical requirement for **business excellence, customer experience,** and competitive success in the next three years

4 out of 5 processes in HR, finance, and application processing are at least partially **automatable**, with the potential to reduce costs by 30 percent.

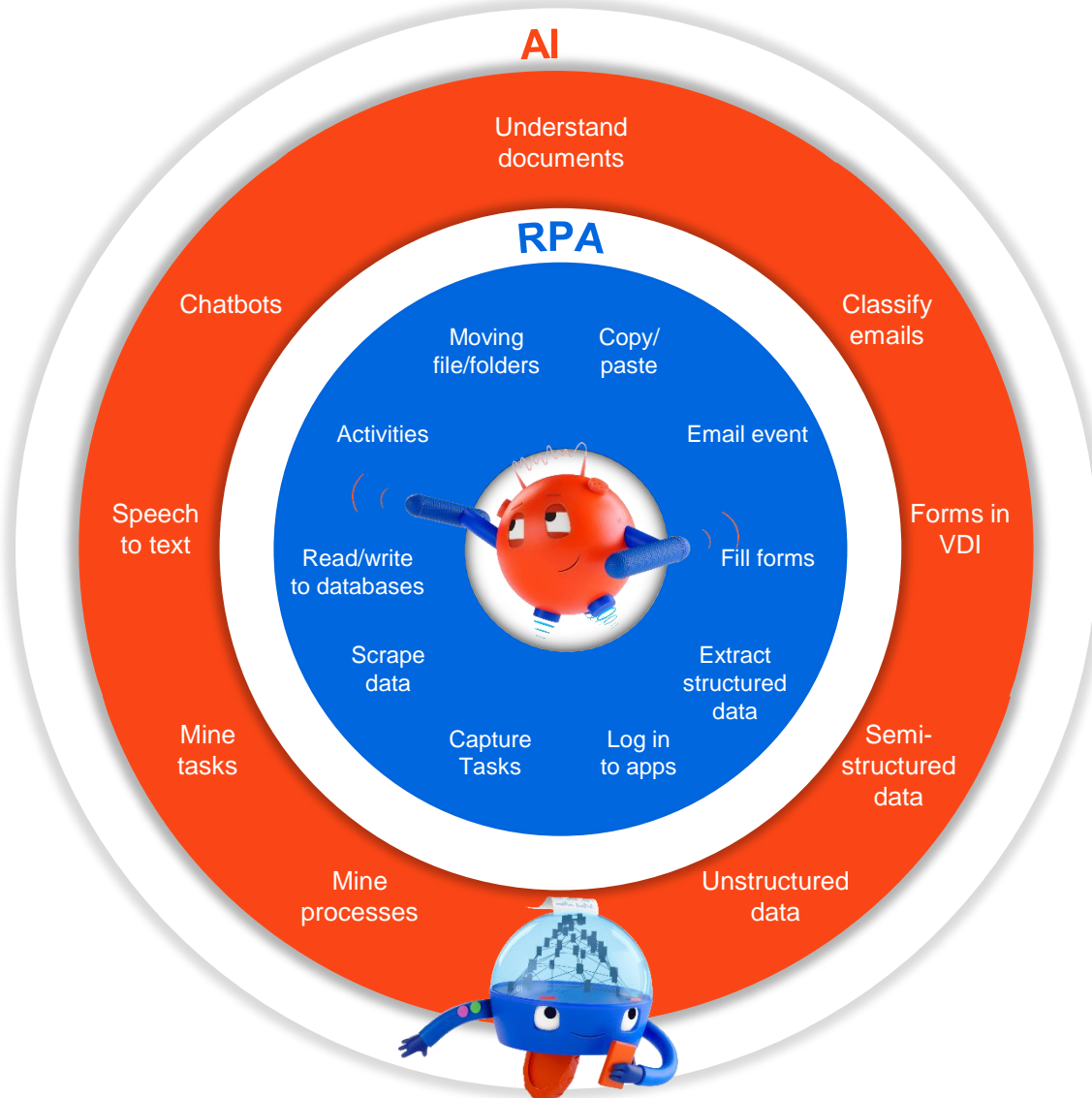


Towards Intelligent Automation:

Unlock the Potential of AI / ML

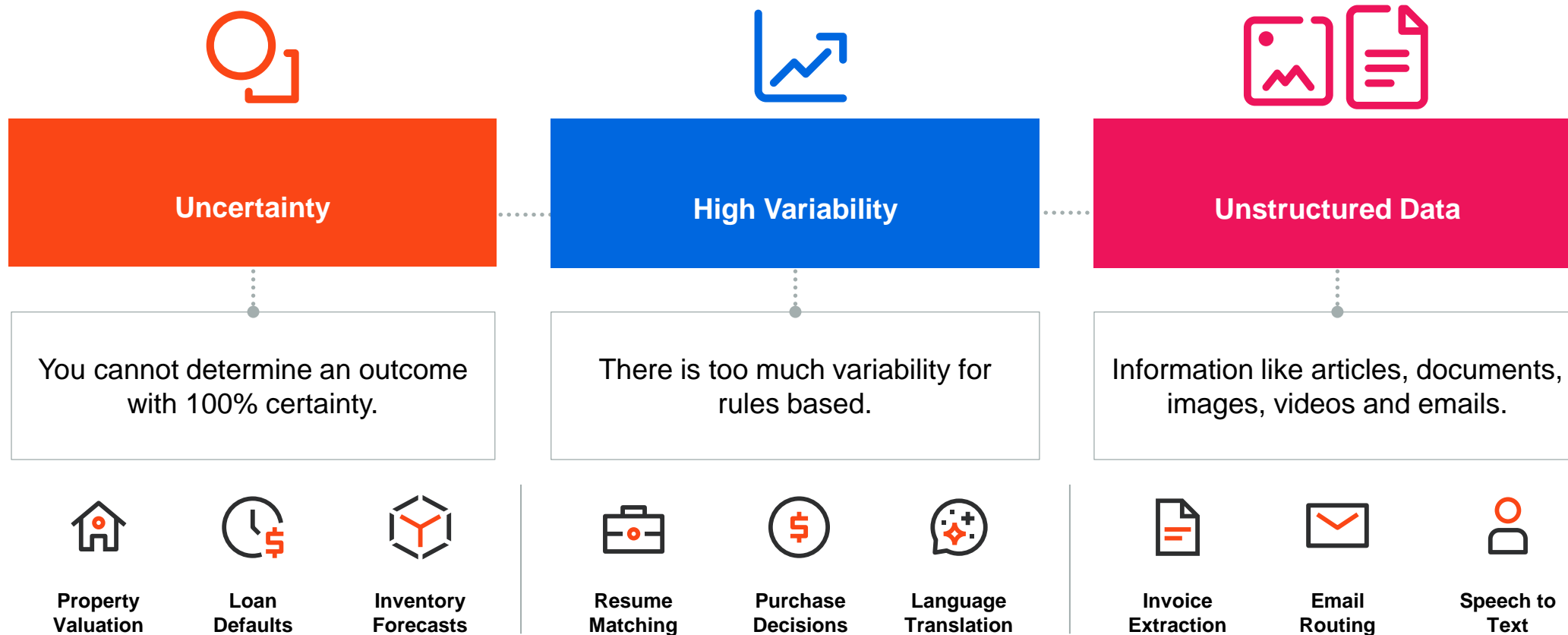


Automate more with the combination of RPA and AI



- Assist humans and focus on “thinking”
- Increasingly cognitive and complex tasks
- Pattern recognition
- Semi-structured and Unstructured data
- Probabilistic and high-variability

AI Enables Automation of Processes That Include



Example use cases across industries

Public Sector	Healthcare	Retail	Financial	Others
Benefits/Claims Processing	Real Time Pregnancy Risk Evaluation	Packaging Quality Evaluation	Fraud Detection	Resume Matching
Fraud and Improper Payments Detection	Patient Receivables Management	Inventory Management	Personal Loan Approval	Help Desk Answers
Technology/Contact Center Modernization	Propensity of Claim Denial Prediction	Merchandising Planning	KYC – Entity Identification	Customer Churn Prediction
Healthcare Operations	Fraudulent Medical Claim Prediction	Product Recommendation	AML Alert Classification	Email Processing
Compliance Validation	Readmission Prediction	Pricing Optimization	ID Information Extraction	Quality - Visual Inspection

Pre-built models. **No data science** background required!

UiPath Document Understanding	Language Analysis	Language Comprehension	Tabular Data
Invoices	Text Classification	Question Answering	Regression
Receipts	Language Detection	Semantic Similarity	Classification
Purchase Orders	Language Translation	Text Summarization	Others
Utility Bills	Named Entity Recognition	Image Analysis	Time Series
Generic Document Understanding	Sentiment Analysis	Image Moderation	Custom-built Models
Contracts – <i>coming soon</i>		Object Detection	
Passports & ID cards		Image Classifier – <i>coming soon</i>	

Where to start?



Every organization has documents to process

General



- > Invoice
- > Receipt
- > Purchase Order
- > Utility bill
- > Bill of Landing
- > Passport
- > License

Manufacturing



- > Sales order processing
- > Customer parts request
- > Remittance processing

Financial Services & Insurance



- > Accounts Payable & Accounts Receivable
- > IRS form
- > Loan application
- > Mortgage processing
- > Account opening and customer onboarding
- > Claims processing
- > Vendor onboarding
- > Compliance-related processes

Public Sector



- > Immigration application
- > School application
- > Passport management application

Human Resources (HR)



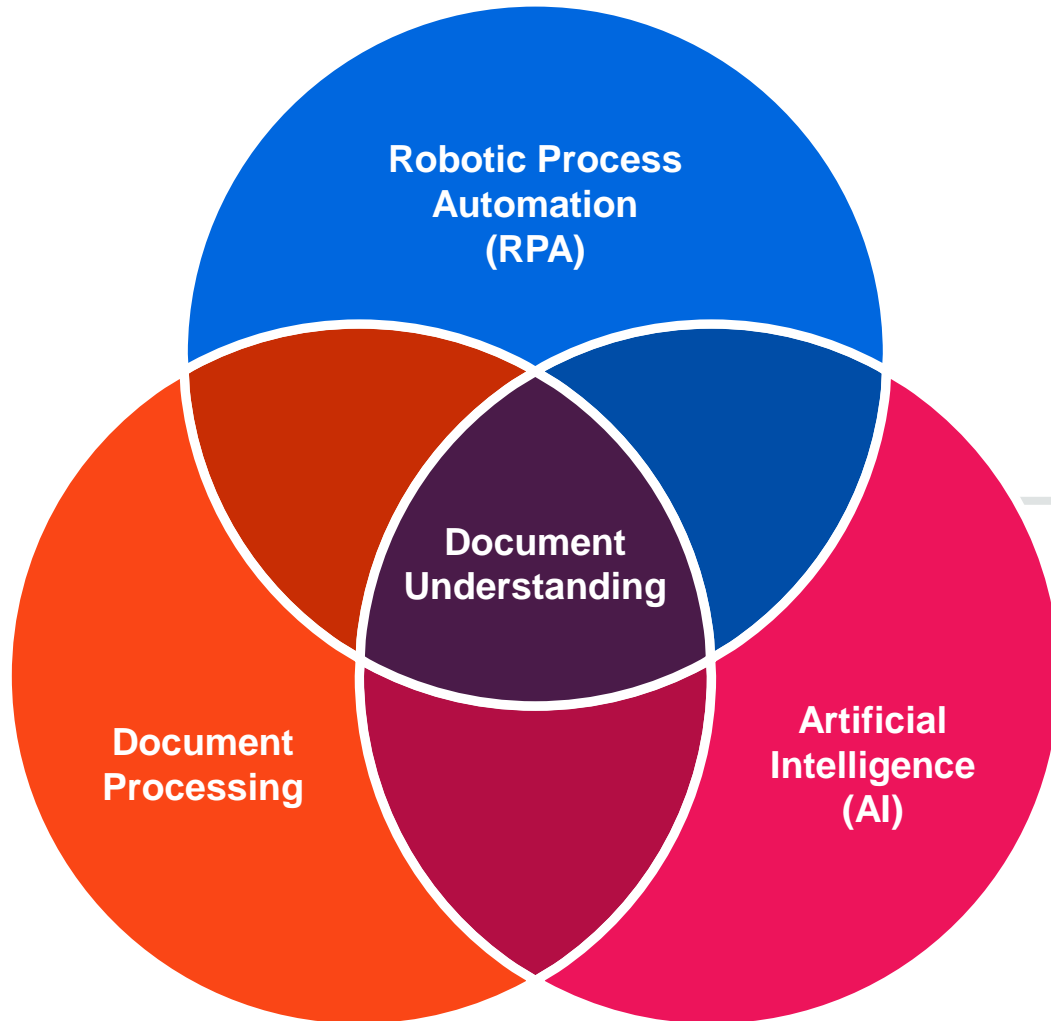
- > Employee onboarding
- > Resume screening
- > HR records processing

Healthcare



- > Medical forms
- > Medical bills
- > Health records
- > Drug prescriptions

UiPath Document Understanding



Document understanding is the ability to **extract** and **interpret information** and **meaning** from a wide range of documents. It emerges at the intersection of document processing, AI, and RPA.

Not OCR

Not Computer Vision

UiPath™ Document Understanding

Get your documents processed intelligently

Teach your robots to **understand documents using AI-enhanced skills** for data extraction and interpretation.

Drag and drop these capabilities directly into your RPA workflows to combine AI and RPA



Varying templates

Use Case – Contract modification

Customer:
US Internal Revenue Service



**Bulk contract
modification**

2,700 active contracts

2 hours time needed to complete the process for
each contract

1 year time needed to modify all contracts with
existing tools and technologies

80+ automations and adding AI

- Section 889 of the National Defense Authorization Act (NDAA) required the IRS to insert telecommunications security language into all contracts via modifications
- The bot is fed a list of contract numbers, retrieve corresponding records, and send those records to the AI solution
- AI reads the information including unstructured paragraphs and the scanned contracts, modifies contracts. Then the bot uploads to a folder for the contracting officer to sign it

Note:

- The complexity in every contract is different. Using AI can find where in the contracts to insert the security language.
- For this solution, you will need AI Center (Semantic Similarity), Document Understanding (Contracts), and Action Center.
- Andreea Kadish talked about this use case at UiPath AI Summit's public sector session. Watch [this short video](#) to learn how it works, and [the full webinar](#) for more details.

Use Case – Invoice processing

Customer:
Wholesale Club



**Fuel invoice
processing**

7000 invoices
processed monthly

45 seconds avg invoice processing time

160+ hours saved monthly

90%+ straight through processing

- Required a custom "Bill of Lading" field to be trained
- Starting with out-of-the-box ML model significantly reduced effort
- **6** weeks development + **6** weeks model training

Note: This use case applies to all sectors.

[Link to the case study](#)

[Another case study](#)

Thank you

