

# Capita IAP

Intelligent Automation Platform:  
optimised for changing needs

[www.capita.com](http://www.capita.com)

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# Across Industries a gap exists in efficiency between technologies available and current business operations, automation bridges that transformation space.

Capita's IAP (Intelligent Automation Platform) powered by Azure is designed for the development and operation of hyperautomation at scale. We provide an end-to-end automation service to work in partnership with customers to optimise their current and future estate using a variety of automation technologies including RPA, OCR, ML.



## CHALLENGES

Organisations are struggling to transform their operations for a variety of reasons including:

- Legacy systems & processes
- Having silo-ed automations that return limited value
- Lack of internal automation specialists
- Knowledge silos and undocumented business processes

## SOLUTION

Capita provides a complete solution with:

- Consulting to help define vision and outcomes
- Professional services for implementation and transformation tied to the vision and business values
- Managed services to run and proactively optimise automations utilising existing legacy as well as new systems and applications

## OUTCOMES

Organisational wide transformational outcomes where automations deliver:

- Improved efficiency with reduced effort
- Enhanced compliance detailing end to end processes
- Increased employee motivation and empowerment
- Improved Customer Service and Experience

# Capita's Intelligent Automation Platform

The IAP delivers enterprise hyper-automation in Azure for our customers at scale. Our hub and spoke model ensures automations can be quickly spun up, securely managed & continuously optimised. We further use Azure to proactively manage and operate on premise automations. In addition, we replatform on-prem automations into Azure to improve their efficiency and remove cost and complexity for the organisation.



## RPA as a Service in Azure

In addition to Azure services to provide customer value, we use Servicenow to manage every single automation to proactively run and continually optimise them. A customer portal allows them to track progress in real time.

## Capita IAP + Azure Resources

Built with and leveraging the best out of Azure resources, our Intelligent Automation Platform provides the freedom to build, manage, and deploy automations in any Azure region globally.

## Capita's Automation Experience + Azure Functionality

The Intelligent Automation Platform encompasses our experience as the largest BPO in the UK, partnering with cutting edge automation technologies delivered in Azure through a seamless agile process. This capability is delivered by our 150+ dedicated automation experts in Birmingham: the UK's largest automation practice.

# Primary Care Support England & Capita's Intelligent Automation Platform

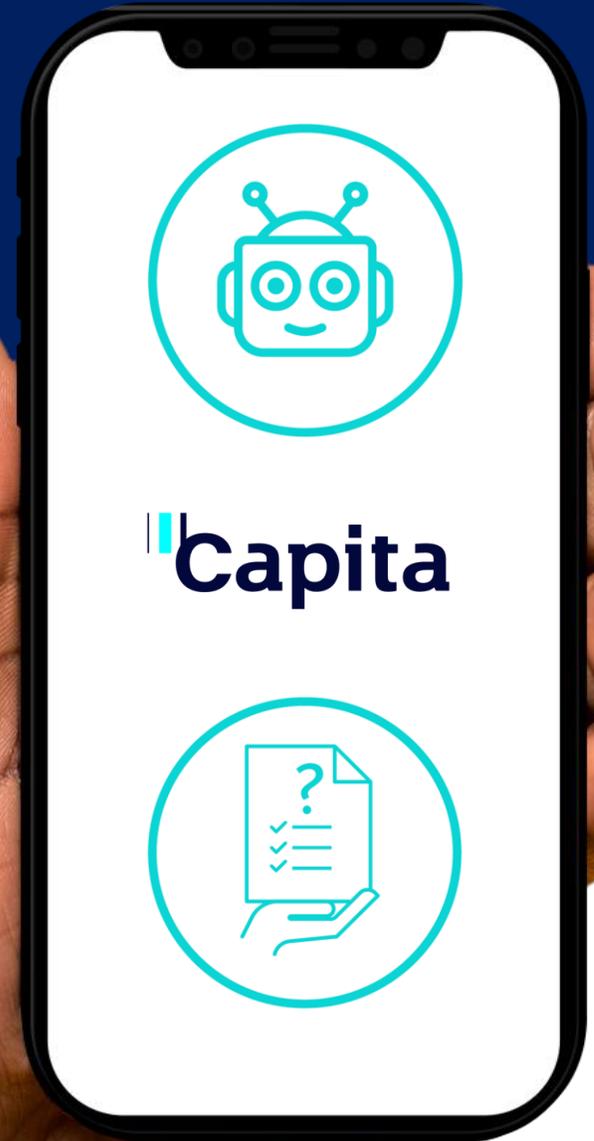
PCSE launched in September 2015, with the aim to create more efficient support services for NHS England. Using the Integrated Automation Platform powered by Azure, the automations have reduced average handling time by 50%, raised accuracy to 100% and increased employee motivation by freeing up their time to focus on more complex tasks.

## The Challenge

Each February, this primary care provider processes the annual pensions documents received from 37,000 stakeholders who are members of their pensions scheme, resulting in a significant seasonal spike in workload.

## The Solution

RPA attended bots improved the speed and accuracy of calculating pension entitlements, helping smoothly manage this peak period. RPA has further enabled the organisation to reduce the backlog for assessments by 60%.



Come and talk to our expert team about how Automation can help you achieve your organisational outcomes.

Ask a question via email: [\[automation@capita.com\]](mailto:automation@capita.com)

Learn more: [\[www.capita.com\]](http://www.capita.com)

