

DIY Public Sector Robots



Simon Pollock

Assistant Director of Commercial Operations

The Orbis story...so far

3 councils



1 vision

2000 public sector experts working across 3 regions



- Business Operations
- Finance
- HR & OD
- IT & Digital
- Procurement
- Property
- Revenues & Benefits

orbis

£ 66m operating budget
57m MOBO
8.3m savings in 3yrs

External Customers

London Boroughs
County, District & Town Councils
Schools & Academies
Independent Schools
3rd sector
Bluelight services
Healthcare organisations
Corporate customers



supporting 31k public servants & 1.9m residents



Expertise

Passion

Innovation

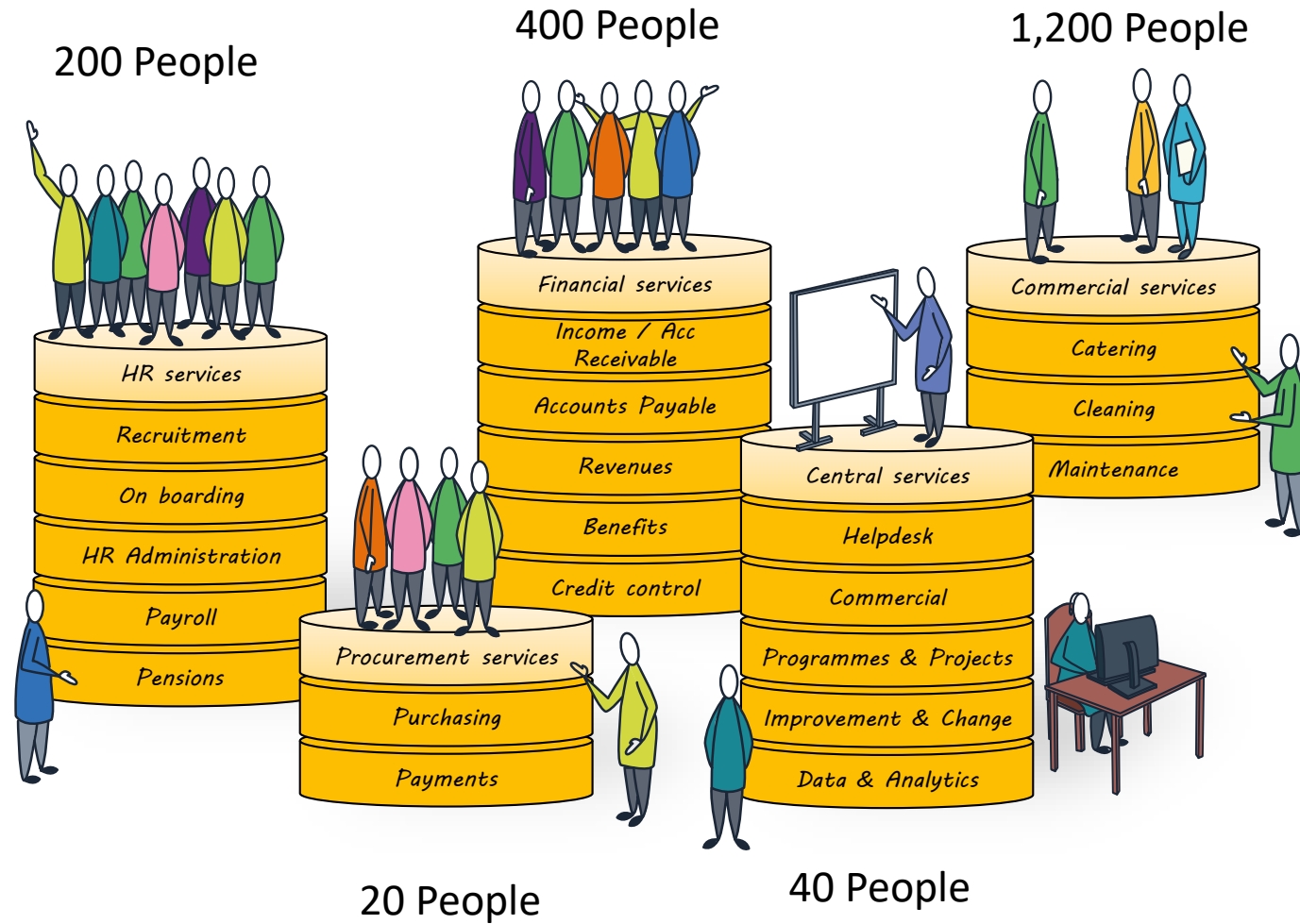
Customer-focus

2014

full service integration

2019

Our services



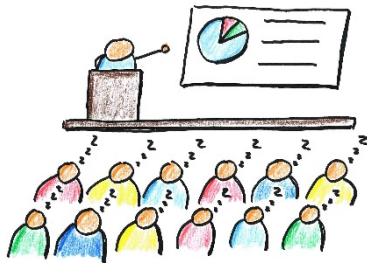
Noise Pollution



SPRING
2017



SUMMER
2017



AUTUMN
2017



Decisions

Become a naysayer

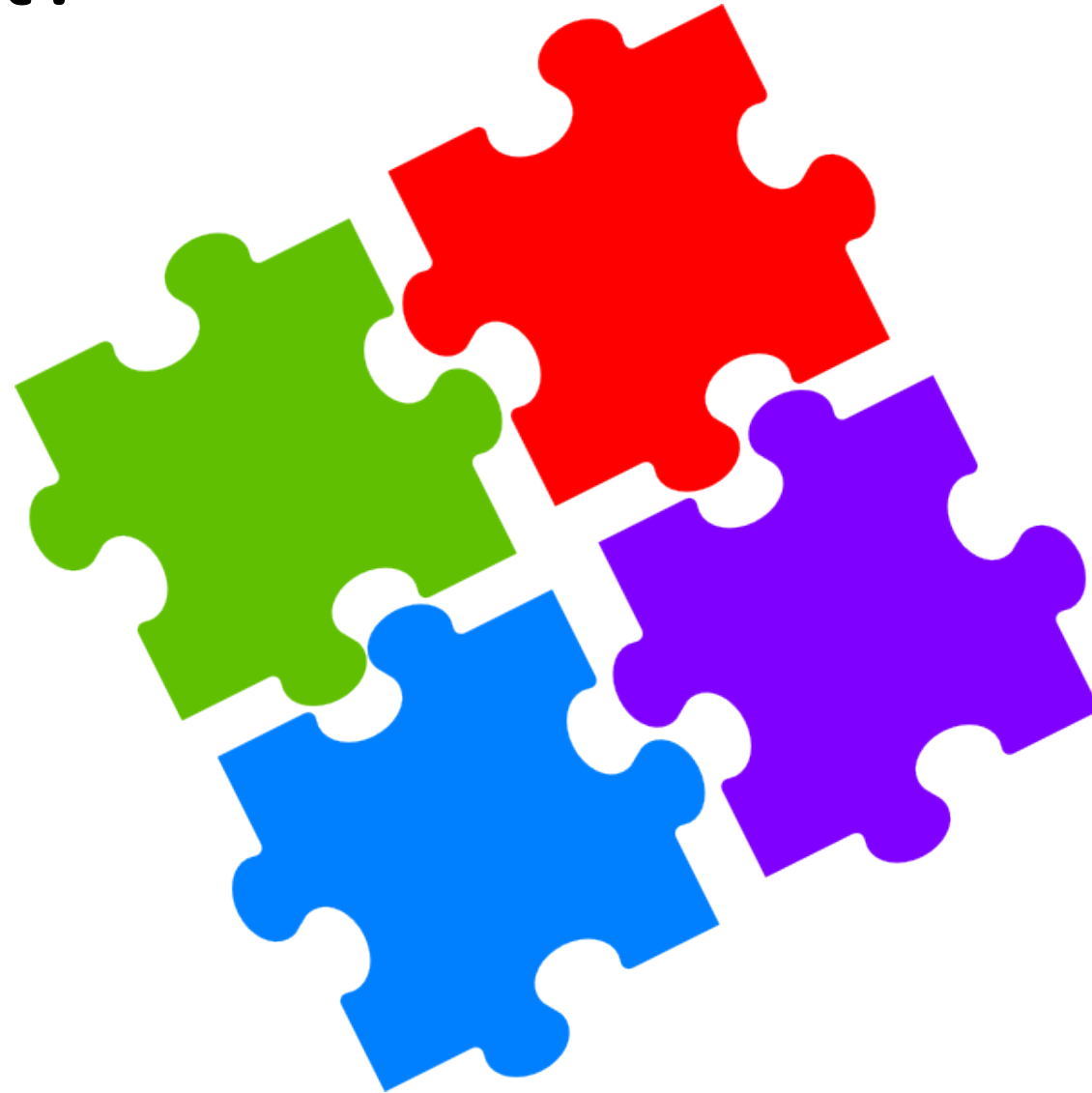
Get in the consultants

Hope no-one
more senior
does anything
stupid

Own the
conversation



Can we do it?



People, Tech, Space & Money!

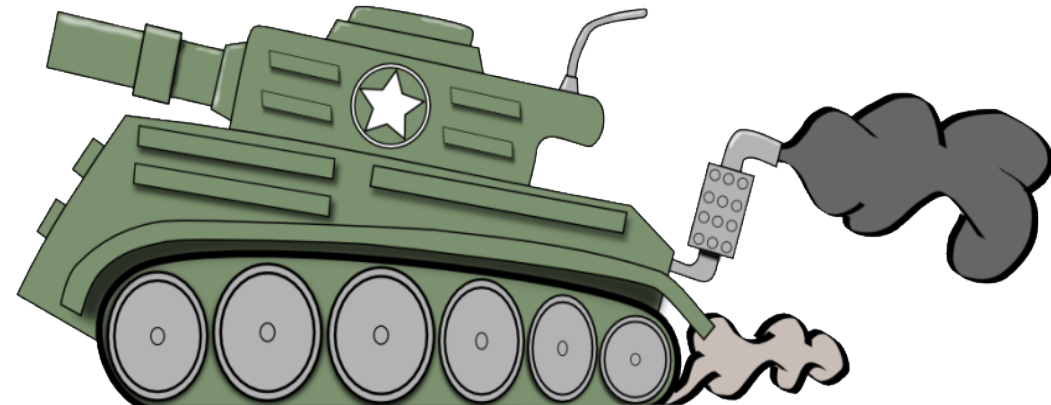


Robot Team

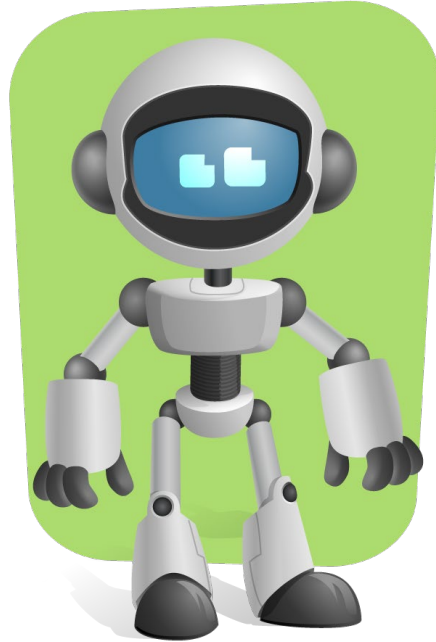
Recruit Team



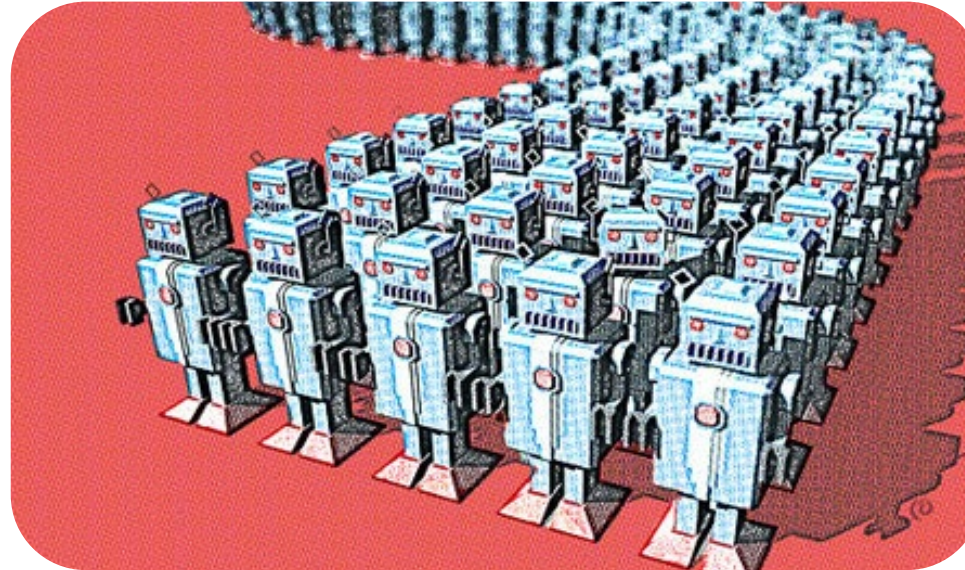
Invade an Office



Simple Objectives



One working robot
within 3 months








A plan to produce
2 robots a week
within a year

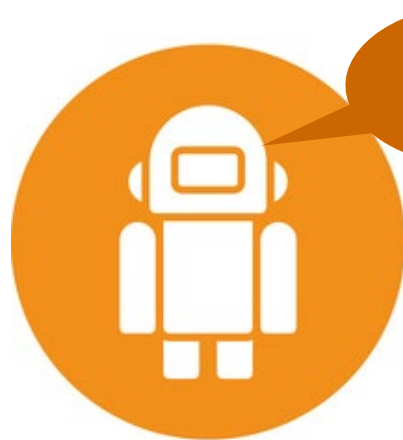
Complex World

One Size Doesn't Fit All



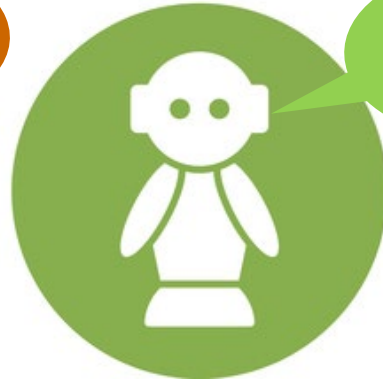
	Attended Desktop Robotics 	Unattended Robotics 	Digitised Self Service 	Automated Decisioning 	Cognitive Automation 
Pay per Transaction					NO!
Pay per Robot		Backlogs?		Chatbots?	NO!
Rental Model	Experimenting?	Backlogs?			NO!
Traditional Model	Accounting?		Multi System Apps?		NO!
Build your own Toolkit		Multiple Small Volume Processes?	Dashboards? Data Cleansing?		NO!

Meet the bots



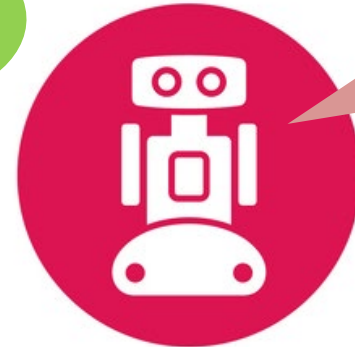
Hello my name is Bobby. I can help you transfer emails and e-forms into a program

Bobby



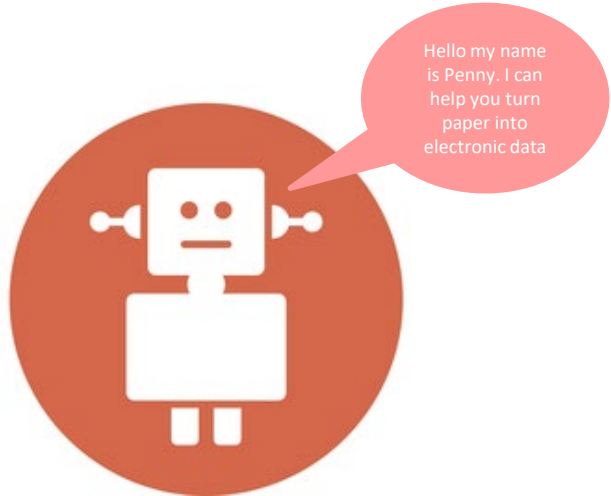
Hello my name is Alan. I can make two computer systems talk together.

Alan



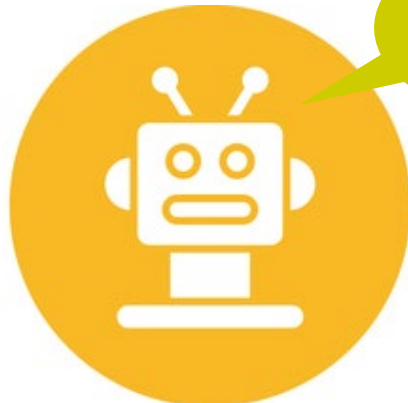
Hello my name is Molly. I can help take data from multiple systems and put it into one.

Molly



Hello my name is Penny. I can help you turn paper into electronic data

Penny



Hello my name is Freddy. I can help you with monitoring data for errors

Freddy



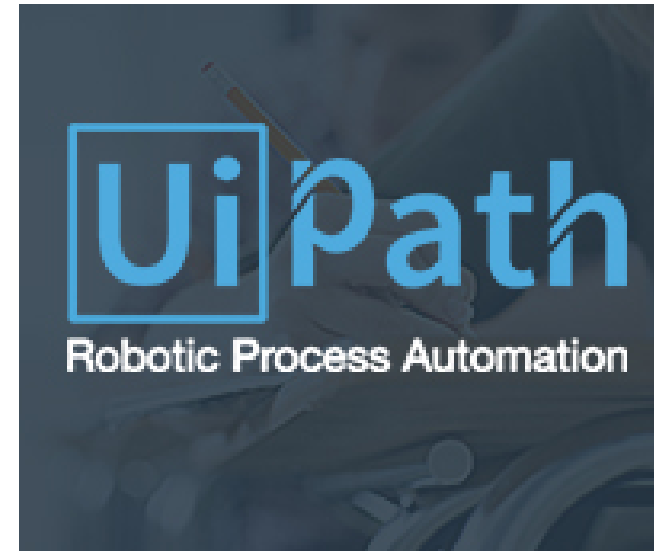
Hello my name is Trevor. I can help migrate data from an old system to a new one

Trevor

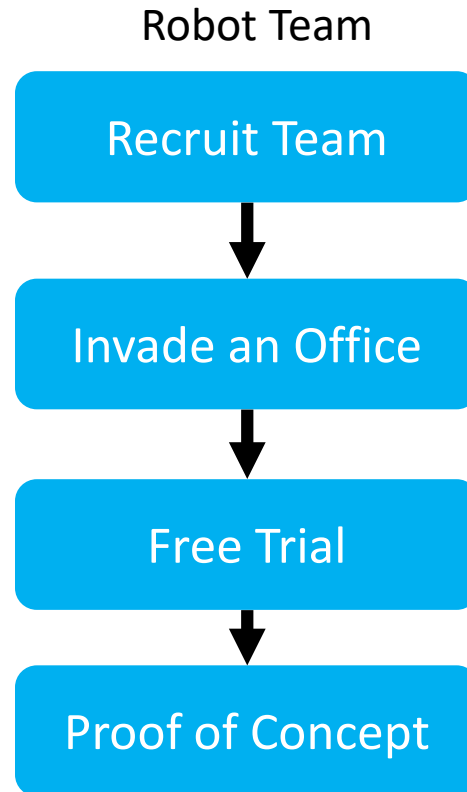
People, Tech, Space & Money!



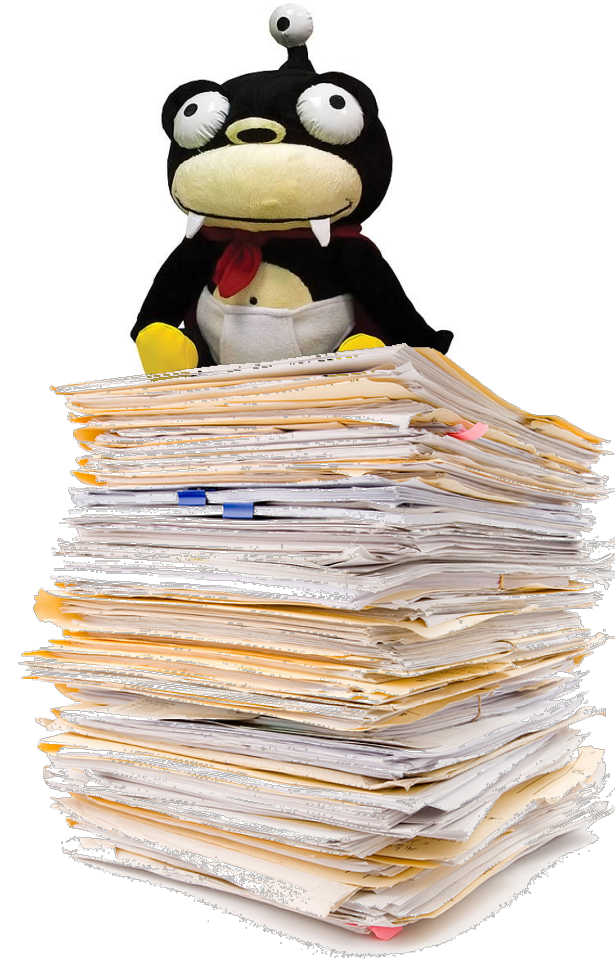
Robot Team



People, Tech, Space & Money!



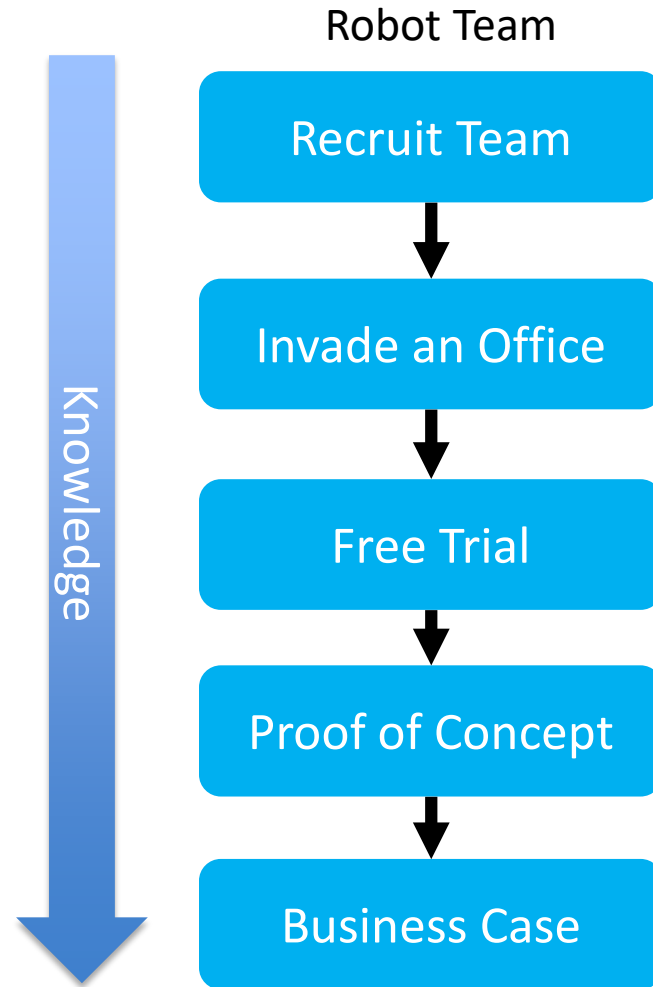
Nibbler Demos



Nibbler Trial 21/02/18

	Human	Nibbler	Difference	Overall Difference
Processing Time	20 mins	6 secs	x200	x200

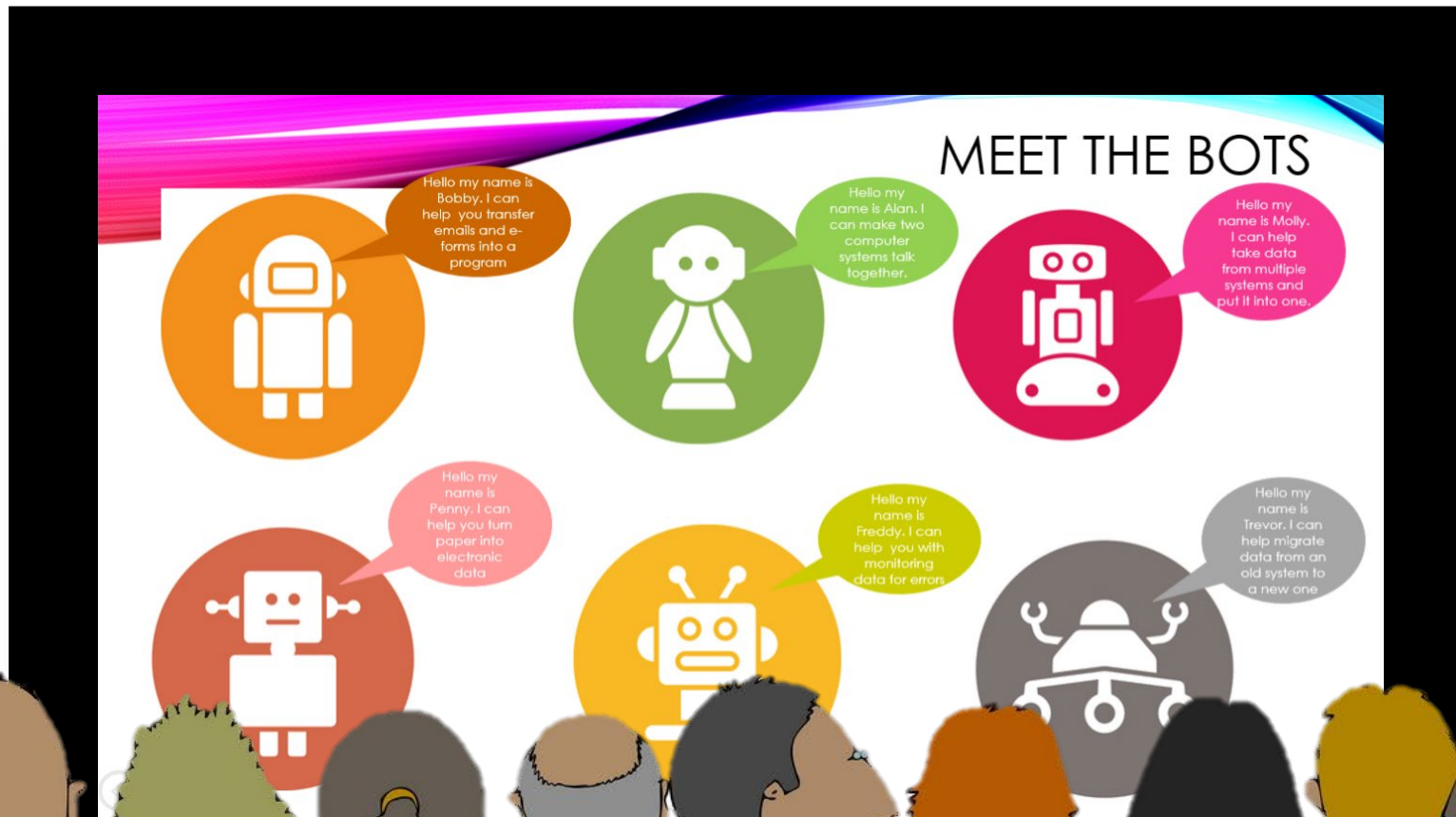
People, Tech, Space & Money!



What about our employees?



Staff Meet the Bots



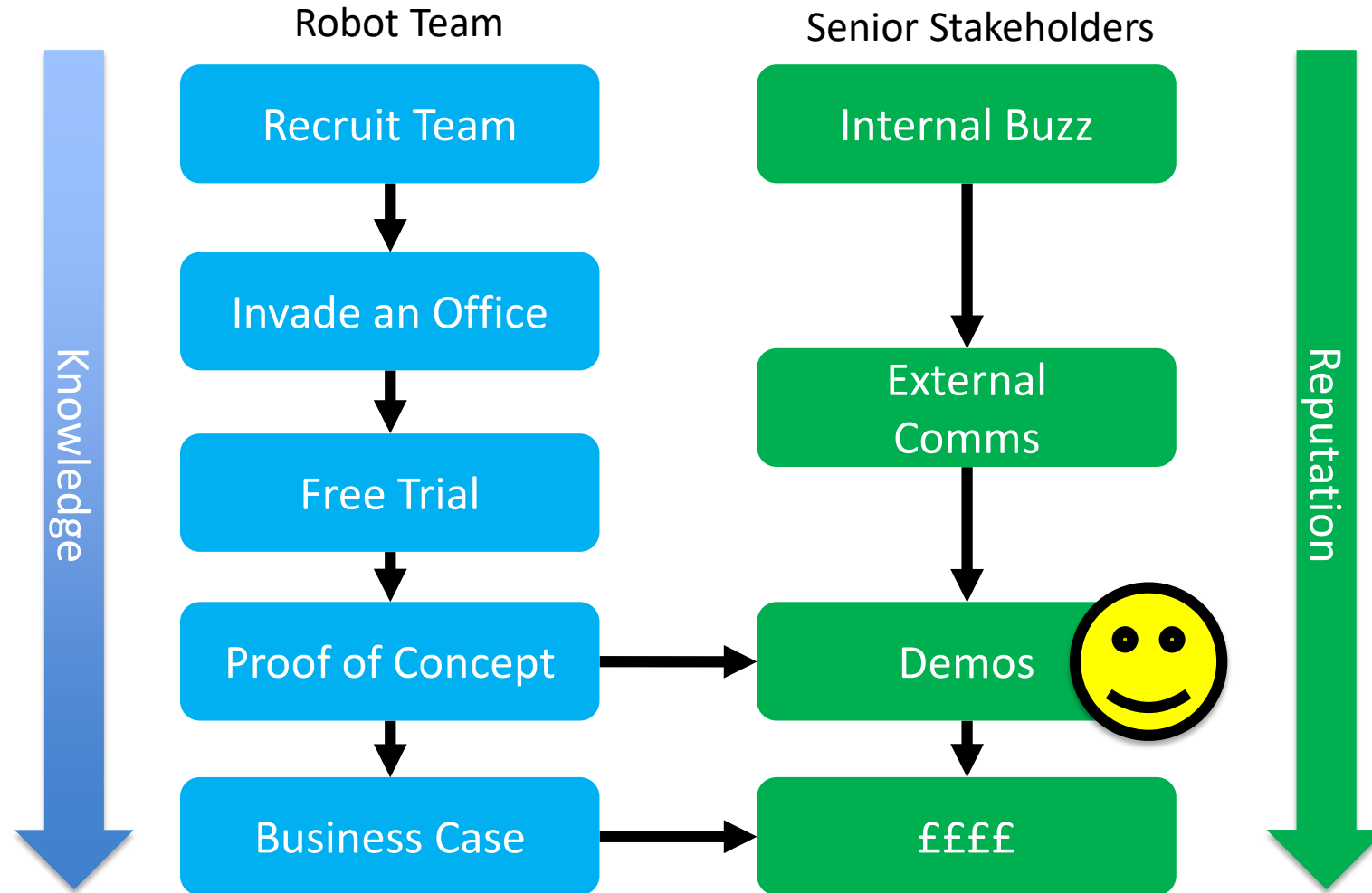
Staff supply the work



Project Pathfinder



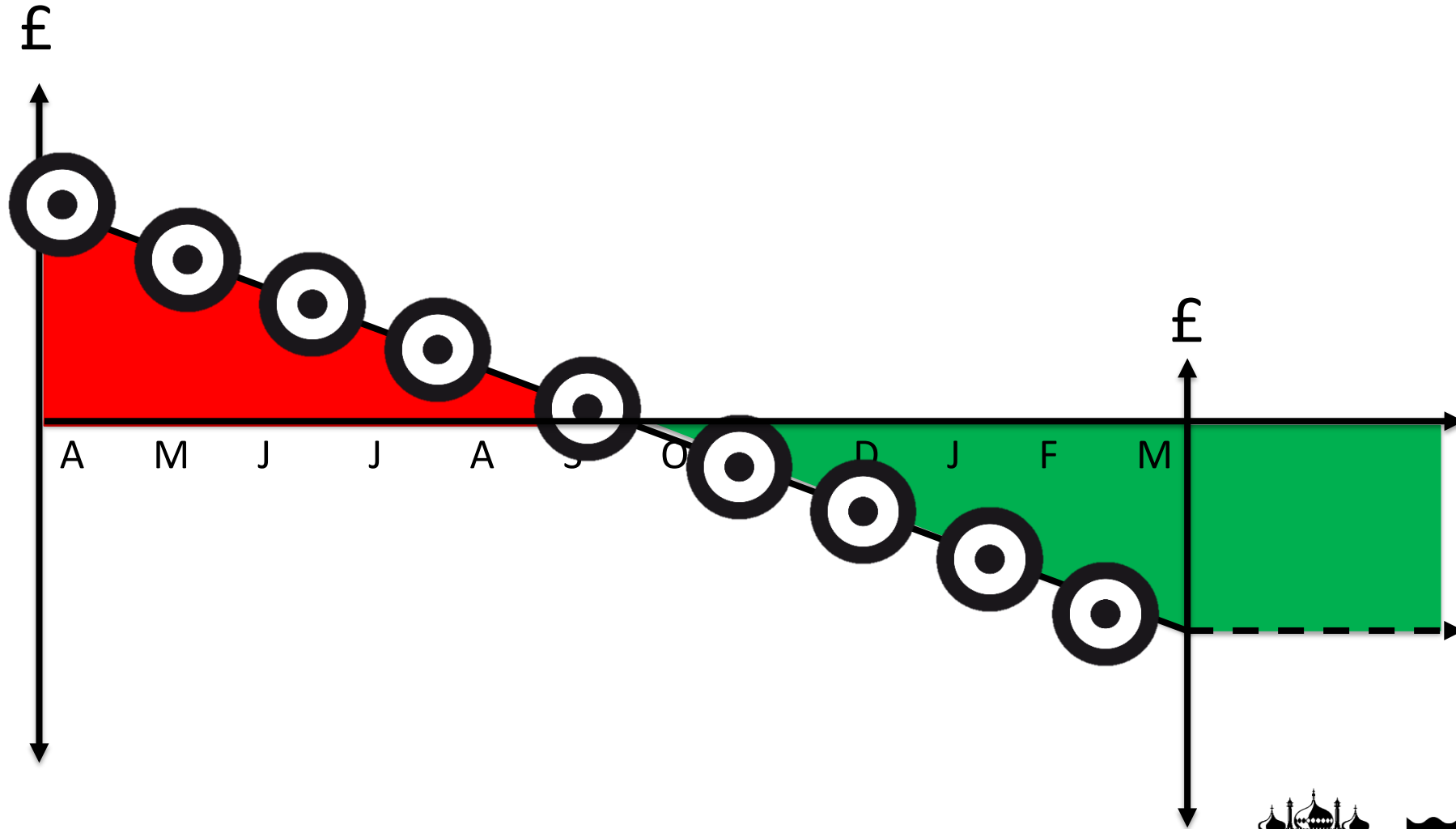
People, Tech, Space & Money!



Bot Lab Approved



A Tough Decision



Under Construction



Bot Squads



Business Analyst
Process Engineer
3 x Robotics Engineers

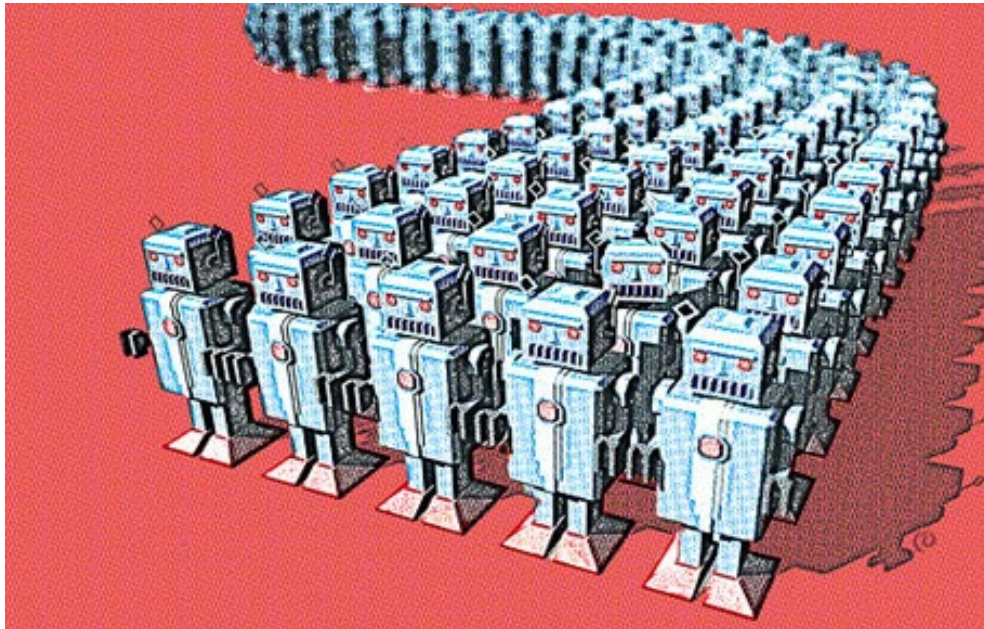


Learnings



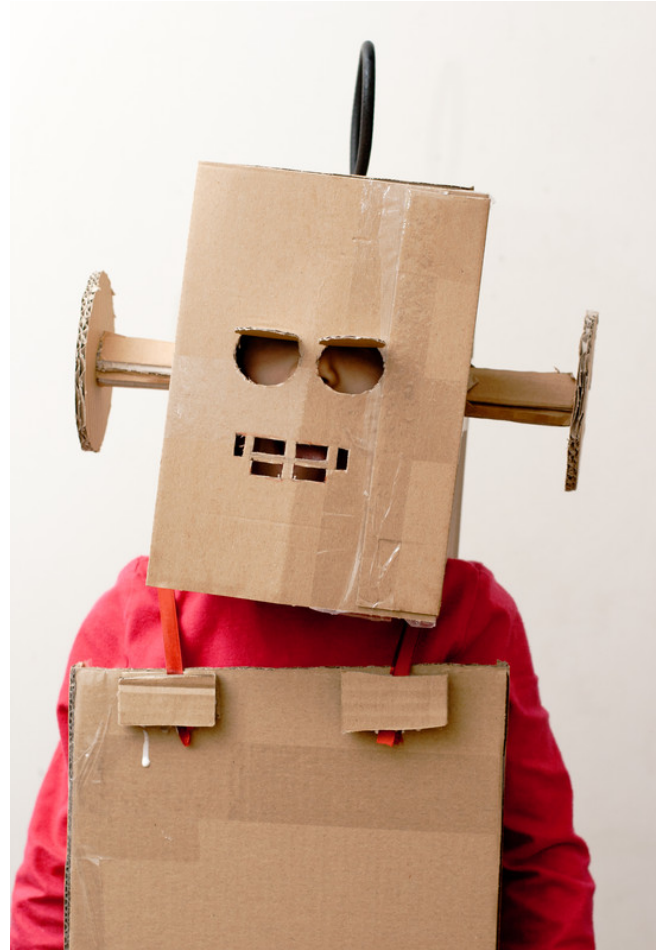
Bad

- Processes are a mess!
- Need to be brutal



Good

- Start with the right people
- Build a Bot Lab
- Name the robots
- Working demos work
- Move quickly
- Involve staff
- Reputation = Cash
- 13 Processes Automated



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