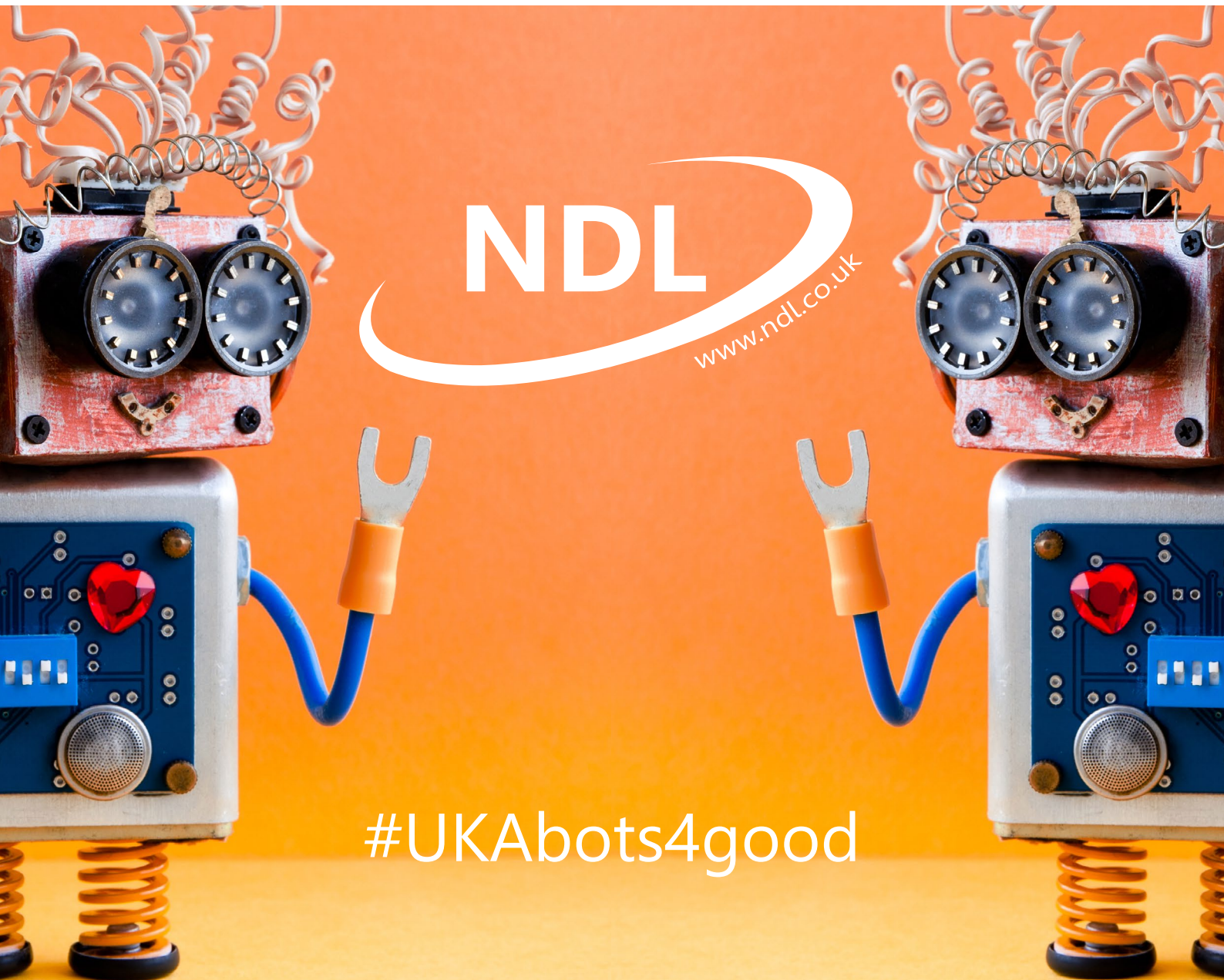


UKAuthority

# Bots4Good

22 November 2019 | London



NDL

[www.ndl.co.uk](http://www.ndl.co.uk)

#UKAbots4good

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**N** NETCALL

# Welcome to UKAuth

## Join in today

**WiFi:** XENIA | Username: ccentre | Password: 99cityroad

**Twitter:** #UKAbots4Good | @UKAuthority

**Questions:** We are using Mentimeter for quick polls to capture your thoughts and to let you put questions to our speakers – go to [www.menti.com](http://www.menti.com) and use the code **44 62 52** to join in. Question cards are also available on your table if you prefer - fill in and hand to one of the team ahead of the Q&A sessions.

## Today's speaker organisations



## Gold Partner

Over the past 15 years, NDL Software Limited is proud to have made a tangible contribution to the public sector in its drive towards digital transformation, by utilising tools such as Robotic Process Automation (RPA).

Experienced in the delivery of process automation solutions, NDL is continuously building upon competencies of RPA by looking into the future of Intelligent Automation (IA) and the capabilities of cognitive services.

From NHS Trusts, Housing Associations to Local Government, NDL has been using its automation software for the benefit of public good. At NDL, we believe in giving time back to services by eliminating wasteful practices, such as rekeying, with the use of RPA to automate processes and integrate data – making it available when and where it's needed.

NDL has worked closely with the Finance Revenue and Benefits team at Medway Council to migrate over 6 million documents from its existing system to a new system by simulating a set of users extracting the identified documents. Using NDL's RPA tool, the Council enlisted 40 automation robots operating 24 hours, 7 days per week for 9 weeks to complete the mass migration project which provided the Council with significant savings.

Engaging with Housing 21, NDL understood the organisation spent a significant amount of time manually re-entering information. NDL's RPA tool can now automate the input of data via the front-end system, into key business systems that do not have suitable interfaces or APIs. With an initial application relating to the raising of purchase orders and goods receipting, further planned extensions of the use of the tool will enable fully audited journaling of payroll information into the finance system. Further integration between systems is planned to reduce re-keying and ensure data authenticity.

By utilising digital tools such as RPA, NDL is continuously helping organisations to deliver better services and reduce costs for the benefit of the community.

Tom Wright [tom.wright@ndl.co.uk](mailto:tom.wright@ndl.co.uk) [www.ndl.co.uk](http://www.ndl.co.uk) +44 (0) 1937 54 3500

Connect with us: Twitter: @NDLSoftwareLtd | LinkedIn: NDL Software Limited | YouTube: NDL Software Ltd



# Liberty Bots4Good 2019

## Silver Partners

**Arvato CRM Solutions UK is a trusted partner to the private and public sectors, with expertise in delivering award-winning customer relationship management, business process outsourcing (BPO) and public sector and citizen services.**

**arvato**  
**BERTELSMANN**

With more than 50 years of experience, we design and deliver innovative, individual solutions for some of the world's most respected consumer brands and UK public sector organisations. Driven by technology, differentiated by experience and powered by our people, we help our clients achieve their strategic objectives and delight their customers.

Arvato holds a number of successful partnerships with local and central government organisations, including Department for Transport, Neath Port Talbot Council and Chesterfield Borough Council, providing both front and back-office services.

We also have extensive experience of supporting our clients along their digital journey. This includes helping brands to engage with their customers through new and innovative channels including social media, web chat, and chat bots; introducing digital self-service solutions for local councils; cyber security services and a suite of robotic process automation (RPA) solutions to help transform back-office functions.

A division of Bertelsmann, Arvato CRM Solutions UK employs approximately 1500 people across eight UK locations.

For more information, visit: [www.arvato.co.uk](http://www.arvato.co.uk)

Or contact: Richard Husband, Business Development Director, [richard.husband@arvato.co.uk](mailto:richard.husband@arvato.co.uk) – 07867 464428

## Pioneering intelligent automation to deliver better public services

**CGI**

At CGI, we believe intelligent automation is the key to unlocking public sector transformation, enabling a step change in how government at all levels delivers services to the public.

This fourth industrial revolution is enabling government agencies to work more efficiently and cost effectively for the public good. For government employees, automation means fewer dull repetitive tasks, and more time to focus on rewarding work that draws on their human empathy and problem-solving skills.

One of the largest IT and business consulting services firms in the world, with over 40 years' experience working at the heart of government, CGI is a leader in the development and deployment of intelligent automation in both the public and private sectors. In the UK, these technologies are increasingly important tools in our mission to modernise and digitally transform public services in partnership with the government.

Intelligent automation can reduce the barriers that hamper public sector transformation. A decade of austerity, recruitment / retention challenges and an ageing demographic have impacted workforce capacity: automation means the reduced workforce can become more productive, and achieve more with fewer resources. Today, CGI is at work with national and local law enforcement agencies, local government and NHS organisations to improve public services with a hybrid digital and human workforce.

To find out more about how CGI is pioneering intelligent automation to deliver better public services, get in touch with:

Simon Greenwood – Intelligent Automation SME and Advisor [Simon.greenwood@cgi.com](mailto:Simon.greenwood@cgi.com)

Rob Cells – Intelligent Automation SME and Advisor [Rob.cells@cgi.com](mailto:Rob.cells@cgi.com)

## We take the pain out of big change projects.

**NETCALL**

Netcall works with 1 in 4 councils to deliver better services for their citizens. We work within the NHS to help Trusts reduce missed appointments (DNAs) by up to 40%, reduce postage costs for reminders by 50% and give patients choice over communication with their hospital.

We help 600 UK organisations across all sectors to radically improve customer experience through collaborative CX. Our Liberty platform is a tightly integrated suite of low-code and contact centre solutions that lets you manage and improve your customer and patient experience, effortlessly. Helping customer-facing and IT talent to solve operational issues together, reinventing one process at a time.

Liberty Create is a low-code solution that allows you to make big changes fast – without creating work for IT, blowing the budget or replacing core systems. In the spirit of the Digital Declaration the prebuild applications are free to download. They bring around 80% of standard process functionality. So, you don't start from scratch. And, when you're ready you'll update and share unlimited services with other councils.

Now it's your turn. Talk to us about your business case today 0330 363 0300 [www.netcall.com](http://www.netcall.com) or [marketing@netcall.com](mailto:marketing@netcall.com)

	<b>Registration &amp; refreshments</b>
10.00	<b>Welcome &amp; introduction: Helen Olsen Bedford, Publisher, UKAuthority</b>
	<p><b>Be the Disrupter and Not the Disrupted: A Necessity or a Tall Order for the Public Sector?</b>  <b>Professor Birgitte Andersen, CEO and CoCreator at Big Innovation Centre</b>  A challenge today for public services is the growth of AI automation, blockchain, trust, tech giants and data capitalism. To be a disrupter and not the disrupted, the public sector (still the biggest sector in most countries) must be able to lead and co-shape the future. Think collaboration, with emerging private sector business models, citizen participation and continuously evolving policy and regulation.</p>
	<p><b>The Medway Revenues and Benefits service experience... and the story of our bots</b>  <b>Patrick Knight, Head of Revenues and Benefits, Medway Council</b>  The council's Revenue and Benefits service recently commissioned a new scanning and document image processing/workflow system, requiring migration of over six million - and growing daily - documents which could not simply be copied into the new database. So how could it achieve this within a matter of months? This session looks at the drivers, processes, concerns, outcomes and the characters included in our virtual workforce.</p> <p><b>Housing 21's journey of Robotic Process Automation... First Steps, plans and challenges so far</b>  <b>Jonathan Riches, Technology &amp; Innovation Manager, Housing 21</b>  This session will offer an insight into Housing 21's journey into Robotic Process Automation, and the reasons why it enlisted the support of NDL Software's SX tool to automate the input of data, via the front-end system, into key business systems that did not have suitable interfaces or APIs, and the challenges faced along the way.</p> <p><b>RPA and Intelligent Automation, Proven Success in the Public Sector</b>  <b>Tom Wright, Commercial Manager, NDL Software Ltd</b>  Over the past 15 years, NDL Software has proudly made a tangible contribution to the public sector on its drive towards digital transformation. Tom will draw from several customer stories to share the proven benefits of RPA and showcase the evolution of automation technology. During the session he will also discuss the opportunities of intelligent automation in the present day.</p>
	<b>Q&amp;A</b>
11.20	<b>Break</b>
11.40	<p><b>The UK International Crime Bureau – an RPA journey</b>  <b>Rob Bennett, Operations Manager, National Crime Agency</b>  <b>Dan Ginnelly, Senior Officer, National Crime Agency</b>  From concept to delivery – the challenges and benefits of integrating RPA technology in an international policing setting.</p> <p><b>Protecting National Security with RPA</b>  <b>Rob Cells, Intelligent Automation SME and Advisor, CGI</b>  <b>Simon Greenwood, Intelligent Automation SME and Advisor, CGI</b>  Processing incoming interpol notices and diffusions.</p>

	<p><b>Chatbots are failing customers - Learn why and gain five steps for success</b>  <b>Richard Farrell, Chief Innovation Officer, Netcall</b>          Well-designed customer focussed chatbots and web assistants make it easier for customers and patients to engage with our public services. They help cut costs and save valuable staff time. But, tech can be implemented well, or badly. Make the outcome and not the bot your focus. Hear how to design a great experience and get improvements fast.</p>
	<p><b>Delivering public sector services in the age of automation</b>  <b>Diane Hopkins, Principal HR Manager, Neath Port Talbot Council</b>  <b>Sue Barnes, Bid Director, Arvato CRM Solutions UK</b>          Disruptive technology will be a major driver of change in our economy over the next decade, as Artificial Intelligence rapidly becomes more accessible to the public sector. This has wide-ranging ramifications for workforce productivity. Arvato's research suggests that public sector organisations are already looking into the potential of robotics, with more than half saying they have explored the use of automation. The scale of the financial challenges facing local authorities, means there are few efficiencies still to be found in doing the same things faster, better, and cheaper. Instead genuine, radical transformation is required.</p> <p>Arvato and Neath Port Talbot Council have worked together to implement the technology - reducing cost per transaction by up to 95 per cent, increasing the speed of service delivery and allowing their employees to focus on more complex tasks. This joint session will give the audience an open and honest assessment of what robotic process automation is, how it works and what the proven benefits can be for public sector organisations.</p>
	<p><b>Q&amp;A</b></p>
13.25	<p><b>Lunch</b></p>
14.10	<p><b>Automation in government: seizing the opportunity</b>  <b>James Merrick-Potter, Head of Robotic Automation, Cabinet Office</b>          A review of the progress made in adopting automation (including RPA) across government in 2019, including creation of the Government Automation Taskforce.</p>
	<p><b>Silicon Dale: Breaking new AI ground in Bradford</b>  <b>Dr Tom Lawton, Head of Clinical AI &amp; Consultant Critical Care, Bradford Teaching Hospitals NHS Trust</b>          Bradford Teaching Hospitals has rapidly joined the ranks of the most digitally mature NHS trusts in the UK, and is set to take that further with the launch of a first-in-Europe Command Centre and focus on Artificial Intelligence with safety and clinical input at its core. This session will cover the journey and next steps, and the research-ready Connected Bradford resource with which the Trust intends to establish Bradford and the 'Silicon Dale' as a centre for AI innovation.</p>
	<p><b>Busting myths on the use of bots in public services</b>  <b>Andrew Culpin, Service Improvement Lead, Newcastle City Council</b>          This session will cover the preconceptions of using (or not using) bots in the public sector, and outline how Newcastle challenged those preconceptions and used bots to meet the user need in different areas of the organisation.</p>
	<p><b>Q&amp;A and floor debate</b></p>
	<p><b>Tea, cake and networking</b></p>
16.00	<p><b>Close</b></p>



### **Andrew Culpin, Service Improvement Lead, Newcastle City Council:**

Andrew has been actively involved in the digital transformation and Smart City agenda at Newcastle City Council for the last four years. He is a key supporter of transformational public service redesign underpinned by digital technology and mindset, focussed on improving the customer experience whilst reducing costs and inefficiency by taking an agile and innovative approach. Newcastle Council has won a number of awards for its innovative approach to digital transformation and its Smart City ambitions.

**@NewcastleCC**



### **Professor Birgitte Andersen, CEO, Big Innovation Centre:**

In charge of the secretariate for the All-Party Parliamentary Groups on Artificial Intelligence and Blockchain, Birgitte is a frequent commentator in the media and government reports. She has led several pan EU programmes on markets for IP and intangible assets and advised economists and policymakers of national governments in and beyond Europe including OECD, UN and WIPO. She serves as an expert defence witness in UK courts on IP on the Internet and was Rapporteur for the EU Expert Group on Knowledge Transfer and Open Innovation.

**@BigInnovCentre @BirgitteBIC**



### **Dan Ginnelly, Senior Officer, National Crime Agency:**

Dan has worked in law enforcement for 12 years, previously as a police officer for Greater Manchester Police, before joining the NCA in 2016. He works in the UK International Crime Bureau (UKICB) and has previously worked on international criminal casework, before managing the UKICB's RPA team

**@NCA\_UK**



### **Diane Hopkins, Principal HR Manager, Neath Port Talbot Council:**

Diane is responsible for delivering professional HR services across the wide range of council services, having responsibility for developing and implementing employment policy and practice within a heavily trade unionised environment. Previously Diane was the HR manager for the environment operations team and the HR recruitment team with responsibility for transforming the recruitment process to a digital solution.

**@NPTCouncil**



### **Helen Olsen Bedford, Publisher, UKAuthority - Host:**

UKAuthority founder, Helen Olsen Bedford, has more than 20 years' experience as a journalist and thought leader on public sector technology. From September 2013 to March 2016 Helen was Head of Communications for MHCLG's Local Digital Programme, managing the communications and engagement campaign to promote digital transformation across local services.

**@UKAuthority @helenolsen**



### **James Merrick-Potter, Head of Robotic Automation, Cabinet Office:**

James leads the Cabinet Office Robotic Automation Unit and runs the cross-government RPA Centre of Excellence, in partnership with Capgemini, with the aim of accelerating adoption of automation across government. He has 12 years of central government experience, having worked in a variety of strategy and operational roles, mostly in the Home Office. He joined the Government Commercial Function in the Cabinet Office in January 2016, setting up the robotics unit in spring 2017.

**@cabinetofficeuk**



### **Jonathan Riches, Technology & Innovation Manager, Housing 21:**

Jonathan's career has spanned finance, HR and IT in housing, local government and banking. With in-depth technical knowledge and an understanding of the business and human issues involved in business transformation, he has a relentless focus on delivering the best outcomes for the business using appropriate technology. At Housing 21, Jonathan has been pivotal designing, planning and delivering a significant journey of change, reducing cost of delivery whilst enabling more and more business processes to be led by front-line staff.

**@housing21**



## **Patrick Knight, Head of Revenues and Benefits, Medway Council:**

Pat has 37 years' experience of working in local government predominantly in Revenues and Benefits, winning multiple national awards for the innovative work he has undertaken concerning behavioural change in relation to council tax collection. A former South-Eastern President for the Institute of Revenues Rating and Valuation. Pat has recently been appointed Head of Revenues and Benefits for both Medway Council and Gravesham Borough Council.

**@medway\_council**



## **Richard Farrell, Chief Innovation Officer, Netcall:**

Richard has a rich and in-depth understanding of customer contact management. Over the past 20 years at Netcall, Richard has researched, innovated and delivered solutions that meet the needs and challenges that our clients face. He investigates and advises on changing environments, and technologies and trends.

**@netcall**



## **Rob Bennett, Operations Manager, National Crime Agency:**

Rob has worked in law enforcement for 10 years for the Serious Organised Crime Agency and for the NCA since 2013. He has worked in areas such as international policing, fugitives, child sexual exploitation and most recently EU-Exit preparations.

**@NCA\_UK**



## **Rob Cells, Intelligent Automation SME and Advisor, CGI:**

Rob is a Digital Workplace consultant specialising in solutions to increase employee engagement, enable social business and new, more effective, ways of working. He has extensive experience in providing collaboration, robotic process automation (RPA) and smart working solutions, supporting clients in both an advisory and delivery capacity - developing strategies, shaping and designing solutions and managing projects from initial engagement through to business as usual operations.

**@Rob\_Cells**



## **Simon Greenwood, Intelligent Automation SME and Advisor, CGI:**

He is a passionate evangelist of technology that will transform CGI's public sector clients. He advises clients throughout their automation journey from initial engagement through creating strategies and identifying processes as part of their roadmap. He advises and guides them through to create Centres of Excellence and/or automation factories. Intelligent Automation is not just about the technology, the people and processes are just as critical to deliver successful outcomes.

**@SiGreenwoodCGI**



## **Sue Barnes, Bid Director, Arvato CRM Solutions UK:**

Sue is responsible for all new business proposals within the Arvato CRM Solutions UK business, working with senior stakeholders to design solutions that deliver business transformation to meet strategic objectives. Sue has held both programme and operational roles at Arvato and played a significant role in the creation of the UK government's first independent shared services centre. She has over ten years' board experience in a variety of public sector organisations, including the Audit Commission.

**@arvatoUK**



## **Dr Tom Lawton, Head of Clinical AI & Consultant Critical Care, Bradford Teaching Hospitals NHS Trust:**

Tom has recently been appointed Head of Clinical AI at Bradford Teaching Hospitals NHS Trust. He is a former computer programmer who studied Medicine and Philosophy at Cambridge and Oxford before coming to Yorkshire to train in critical care and undertake an MSc in health research at Leeds. He still ends up programming and is keen on the open source software movement.

**@LawtonTri**



## **Tom Wright, Commercial Manager, NDL Software Ltd:**

Tom has over 15 years' experience in the technology sector. Responsible for a team of eight, he has supported many NHS trusts, local authorities and housing associations to fulfill their digital transformation agenda. Throughout his nine year career at NDL Software, he has been determined to deliver the best results for every organisation that he works with, whether that be financially led, improved service delivery or providing better patient care.

**@NDLSoftwareLtd**

# UKAuthority

## Technology, digital & data for the public good

UKAuthority champions the use of technology, digital and data by central and local government, police, fire health and housing, to improve services for the public it serves.

### Cyber4Good 2019

**5 December 2019**

Advances in the internet of things, big data and artificial intelligence are creating immense potential for better public services; but this comes with new risks, especially with the growing array of internet connected devices and new sources of data. Cyber attackers can find new weak points and vulnerabilities, posing a serious threat to the data integrity and operational capabilities of public authorities. How can we protect and defend the public sector?



### Join our 2020 Events

- |             |                              |
|-------------|------------------------------|
| 20 March    | Powering the Public Sector   |
| 14 May      | Digital Health & Social Care |
| 11 June     | Smart Places, Smart People   |
| 16 October  | Data4Good 2020               |
| 13 November | Bots4Good 2020               |
| 4 December  | Cyber4Good 2020              |



To register for all UKAuthority events, visit: <https://www.ukauthority.com/topics/events/>

### Meet the event team:



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