

Accelerating digital transformation: how intelligent automation can set the foundations for governments and healthcare of the future

Thursday 14 April 2022

11:30 EST

PANELLISTS



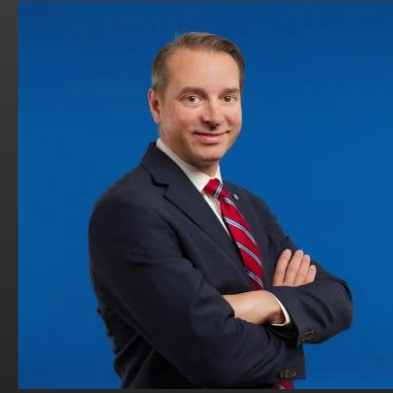
Webinar chair
Siobhan Benita
Former UK
Senior Civil Servant



Janka Coppens,
Managing Director,
Intelligent Automation,
ATB Financial,
Crown Corporation Canada



Jesse Tutt,
Innovative IT Intelligent
Automation Lead,
Alberta Health Services



Grant Abrams,
Partner & Ottawa Market
Leader,
Management Consulting,
KPMG Canada



Steve Picot,
Vice President,
Americas Public Sector
and Latin America,
Blue Prism



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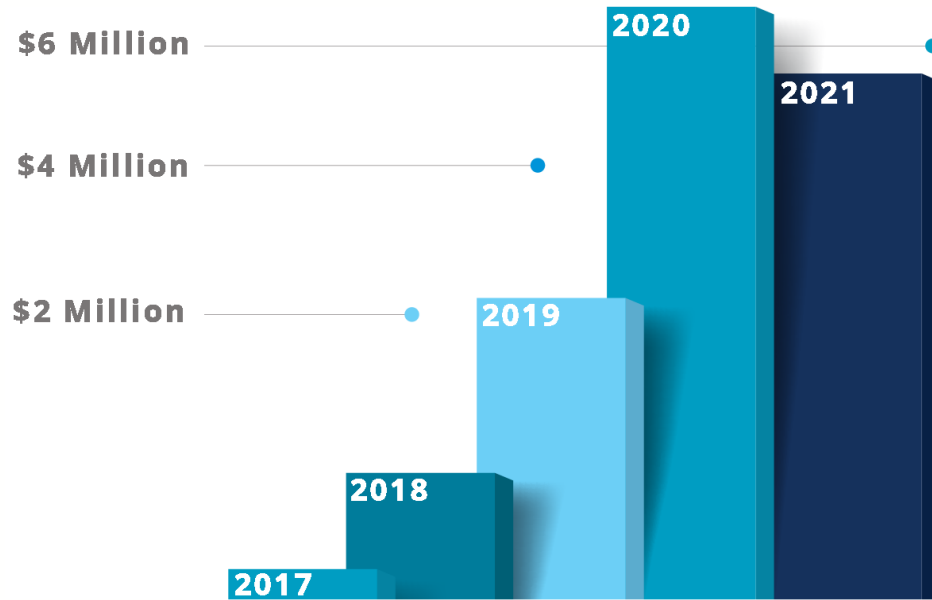
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Results

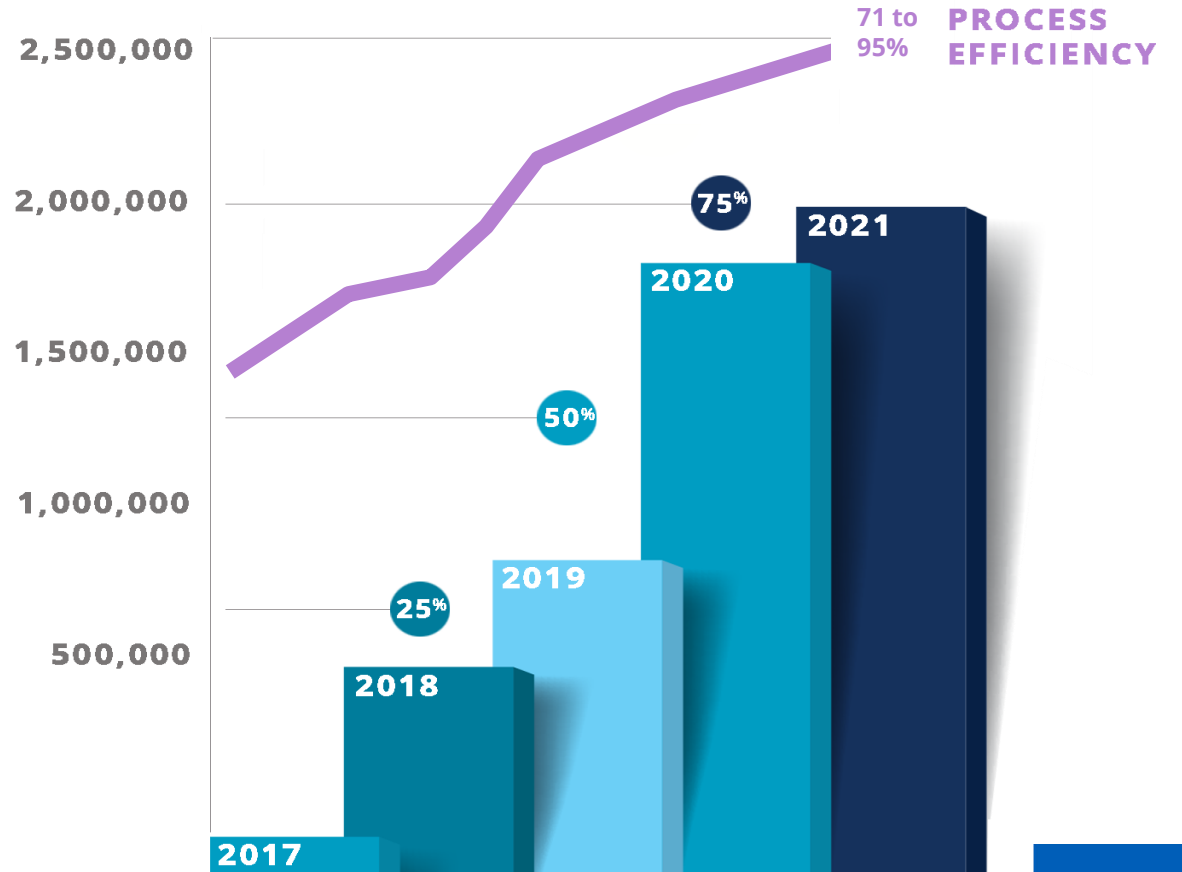


5.5M items have been processed
 4.5M items successfully completed
 340K human hours saved
 70-99% reduction in cycle time

EFFICIENCY



ITEMS PROCESSED



Definitions:

2

- Process Success Rate: % of transactions completed without errors (Completed Requests/Total Request)
- Process Efficiency: % of transactions that were successful based on it not being a robotic issue (automation operating as intended, Validation & Business Exceptions counted as successful)





- Largest Organization in Canada (180,000 users/127,000 staff)
- Support 4.5M Albertans
- “Top 5 most integrated health care system into the world”
- Alberta is 5 X as large as England and 1.5 X as large as California

IT

- 2,700 staff
- 98,000 Computers
- 6,000 Servers
- 1,800 Applications

Clinical

- 100 Hospitals
- 34,000 Acute/Sub-Acute/CC Beds
- 2,100 Physician Offices

Jesse Tutt

- 21 Years in IT
- Program Director, Intelligent Automation
- Entrepreneur (4 companies) & Intepreneur
- Background:
 - Automation
 - IT and Epic Program Performance Reporting (300K Views)
 - Data ELT/Warehousing – 800 tables, 1.2 TB, 3.8B rows, ELT processes ingesting data from +100 systems
 - Technical Architecture
 - Digital Marketing
 - Dad (1 and 6 year old)



Our Use Cases

- **HR**
 - Send out offer, regret, & cancellation letters
 - Complete tasks in the new hire process
 - Position Changes
 - Terminations
- **Finance**
 - Loading data from one system to another (Oracle Financials)
 - Finance system access
- **CPSM**
 - Flag issues in GHX, input confirmation # into Oracle Financials
- **Staff Scheduling**
 - Cancel Shifts and Broadcasts
 - Apply Administrator access
 - Run Reports
- **IT**
 - IT Access
 - Desktop Software



What's Next?



- 1-3 Months
 - Onboard IT
 - Use Process Mining to identify opportunities
 - Use Decipher / OCR on Financial forms
 - Use Interact or ServiceNow to Replace and Automate Forms
- 4-6 Months
 - Use Process and Task Mining to identify automation opportunities in
 - Oracle Financials, or
 - Epic (Our Electronic Medical Record)



Lessons Learned

LESSONS
LEARNED



- Vision
- Executive Sponsorship
- Centralized COE
- Business Driven
- Published Process
- Full Stack versus RPA

More Information?

Please feel free to reach out directly to...

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Solving Public Sector and Healthcare operational challenges while accelerating Digital Transformation with Blue Prism.
