



# Intelligent RPA is Super-Charging the Public Sector Workforce

## Overview

Robotic Process Automation (RPA) is a technology that uses artificial intelligence (AI) to automate back-office work. This eliminates the need for humans to perform mundane tasks like gathering and sorting data and frees up their time to do more strategic work, giving more time to perform data analysis, deliver mission performance, and address constituent services. Throughout the public sector today, mission bureaus, financial services, HR, and call center units are producing more strategic, meaningful results by offloading the “Robotic” work to digital workers.

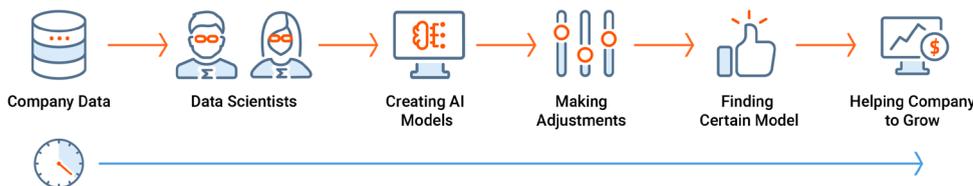
While standard RPA has been producing benefits for the last decade, the technology is getting smarter every day. Whenever public sector organizations install RPA, it generally means that they have a data-first, automation-oriented mentality and are ready to take advantage of artificial intelligence (AI) and machine learning models to help solve more complex business problems. This is vitally important because the vast majority of public sector data is unstructured and cannot be processed by a simple RPA solution alone. Once an organization has seen the levels of productivity that AI can produce when paired with RPA, many are eager to go further in their digital transformation strategies.

## Automation Anywhere and DataRobot

Automation Anywhere, a leader in Robotic Process Automation (RPA), has a partnership with DataRobot, the pioneering architect of automated machine learning and a leader in Enterprise Artificial Intelligence (AI). The integration with DataRobot’s platform extends Automation Anywhere’s cognitive automation capabilities to include decision-making using automated machine learning AI.

Automation Anywhere’s digital workforce platform allows any public sector user to build software bots to automate repetitive work. The combination of RPA, cognitive, and analytics technologies already allows automation of complex processes that involve unstructured data embedded in documents and emails. Machine learning models can be trained using this data, which can then be applied to real-world business problems to automatically make decisions and recommend actionable outcomes to the user.

The process of working with DataRobot is a seamless one. Once the data is sorted into the right format for machine learning, it is loaded into the DataRobot platform, which automatically trains a model or produces a prediction. This can then be fed back into an RPA system so that it can act on that information by doing whatever task is necessary. In order to ensure the most accurate predictions, DataRobot can pass along new data and retrain a model to ensure accuracy.



Used together, RPA and DataRobot will accelerate the public sector’s pace of digital transformation. This will supercharge the public sector workforce by taking away repetitive work and giving back thousands of hours to work the mission they signed up to perform.

There are a wide range of use cases that can combine RPA and AI. These include:

### Government

- Demand forecasting and triaging
- Shift pattern planning
- Employee attrition analysis
- Security vetting

### Defense, Security, and Justice

- Counterterrorism threat analysis
- Cybersecurity vulnerability monitoring
- Emergency response staffing
- Crime/Incident reporting

### Education

- Admissions management
- Talent forecasting
- Student timetabling
- Alumni fundraising

### Welfare & Taxation

- Fraud detection
- Revenue collection
- Job matching
- Claimant engagement



## RPA and AI: A Powerful Combination that Transforms Businesses

Until recently, the work of creating machine learning models was the exclusive domain of data scientists. Now, automated machine learning from DataRobot allows technical generalists to create and implement machine learning models. With basic training, a team of RPA engineers can learn the skills required to systematize both routine and abstract work, automating many business processes common to middle and back offices.

Beyond automating processes operating in their current design, the combination of RPA with DataRobot's AI platform creates opportunities for process improvement and redesign. RPA creates rich veins of operational data that are well-suited to machine learning. RPA implementations can capture data stored in legacy systems, disparate data silos, or data that has historically been unavailable because it has been too costly or time-consuming to capture. RPA engineers can then feed that data into the DataRobot platform to analyze the operational performance of each task or activity within a process and to identify opportunities where further optimization will increase efficiency.

The convergence of RPA with automated machine learning offers agencies a low-cost and low-risk means of transforming to digital operating models. Automating the work of creating RPA and AI means that transformation can be undertaken by technically literate generalists already on staff. Their expertise and experience are critical to your agency's transformation and future success.

## Contact the Automation Anywhere and DataRobot public sector teams today:

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