



STREAMLINING MANUAL GOVERNMENT SERVICES THROUGH PROCESS AUTOMATION

Replacing repetitive, manual processes with Robotic Process Automation (RPA) allows agencies to focus on critical missions.

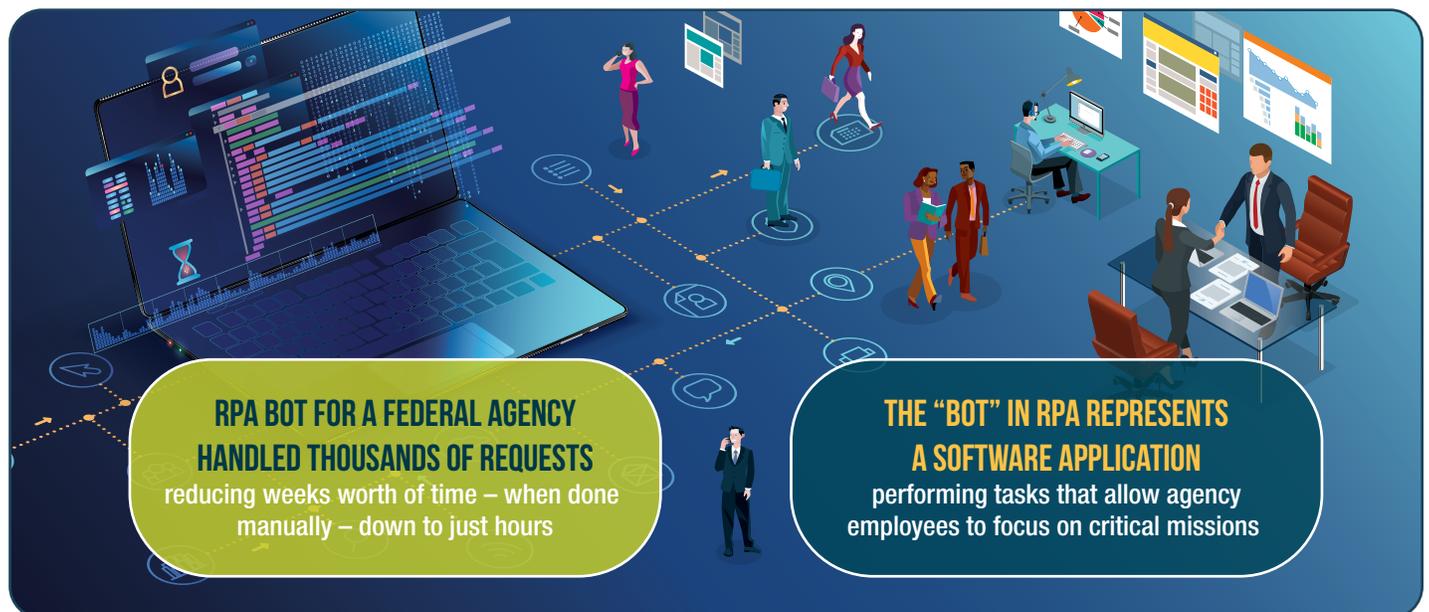
Managing and delivering services more efficiently is key for federal agencies looking to transform their enterprise. As part of the move to optimize and modernize, a larger spotlight is being placed on automation. Successful modernization can either partially replicate or fully automate existing processes. This streamlines workflow, reducing errors and allowing the workforce to focus energy on their mission critical activities.

Noblis is helping agencies discover and implement business process optimization through cutting edge digital transformation and RPA capabilities and solutions. We work closely with clients to identify the best path forward and collaborate to develop customized solutions that are the right fit.

CLIENT SUCCESS: INCREASED ACCURACY, RESPONSE TIME TO DATA ACCESS REQUESTS

A civilian agency deployed a cloud-based, self-service information platform to satisfy the increasing demands of vast data from external parties. Reviewing and approving detailed data requests was a critical first step to connecting each potential user. Manual review and approval of data requests—estimated in the thousands—would require redirection of staff whose time is more meaningful supporting the user community in other ways. Furthermore, manual review of each request could consume up to 30 minutes and result in errors causing further delays or—worse—improper authorization to access data.

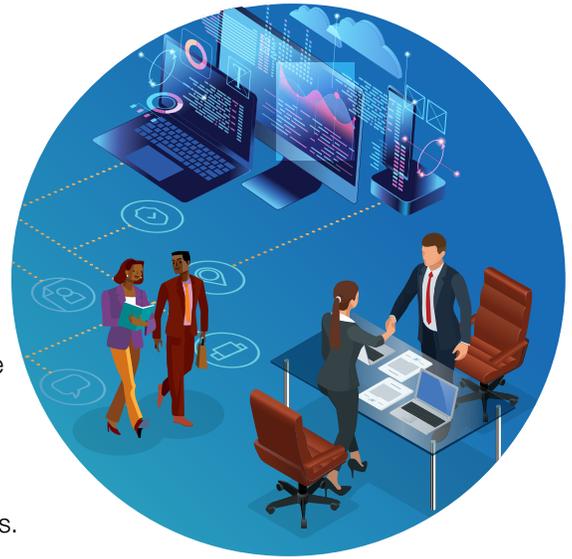
As part of a broader automation strategy with this client, Noblis designed and implemented an RPA bot to perform an end-to-end process to automate new data requests. The bot verifies that data access agreements have been signed, sends notices to requestors when documentation is incomplete, routes requests that require further approval and approves requests when all requirements are satisfied. The RPA bot has delivered timely and quality approvals while avoiding costs associated with adding new resources or diverting existing resources from more value-added activities.



WHY NOBLIS

As the government focuses on reducing overhead and costs, attention falls on the processes that drive the mission. In many cases, the steps that absorb staff hours and resources are comprised of workarounds, duplicate steps, or stop-gap measures that were never eliminated. The inefficiencies remain, because the process works and fear of costs in both time and money perpetuate an attitude of “if it’s not broken, why fix it?”

Noblis has years of experience working alongside agencies to modernize and optimize. Our experts can show the “art of the possible” and quickly help clients understand the cost and time savings that will result from implementing more RPA solutions. While business process optimization has helped agencies streamline their workflows, the introduction of RPA jumpstarts and accelerates the realization of efficiencies from the process.



Combining business process optimization and RPA can result in faster decision making, increased data cleanliness, error reduction and a more focused workforce.

COMMITMENT TO EXCELLENCE IN DIGITAL SOLUTIONS

Through our Center of Digital Excellence (CoDE), Noblis delivers leading-edge software to clients, using development practices that have been appraised at Capability Maturing Model Integration (CMMI) Level 3 for meeting rigorous change management and quality assurance/control procedures. Throughout the development process, we ensure that user-centric Agile design and development, software quality assurance protocols, Agile project management, and IT governance processes are kept top of mind. Our approach allows for frequent, ongoing interaction with user communities to deliver valued capabilities in a time and cost-effective framework.

Learn More:

noblis.org/digital-solutions-hpc

OUR AREAS OF EXPERTISE:

- business process improvement
- economic analytics for decision support
- systems engineering
- robotic process automation
- automated integration of development, security and operations
- machine learning
- autonomous systems at scale

**Ask to speak to an expert:
answers@noblis.org**