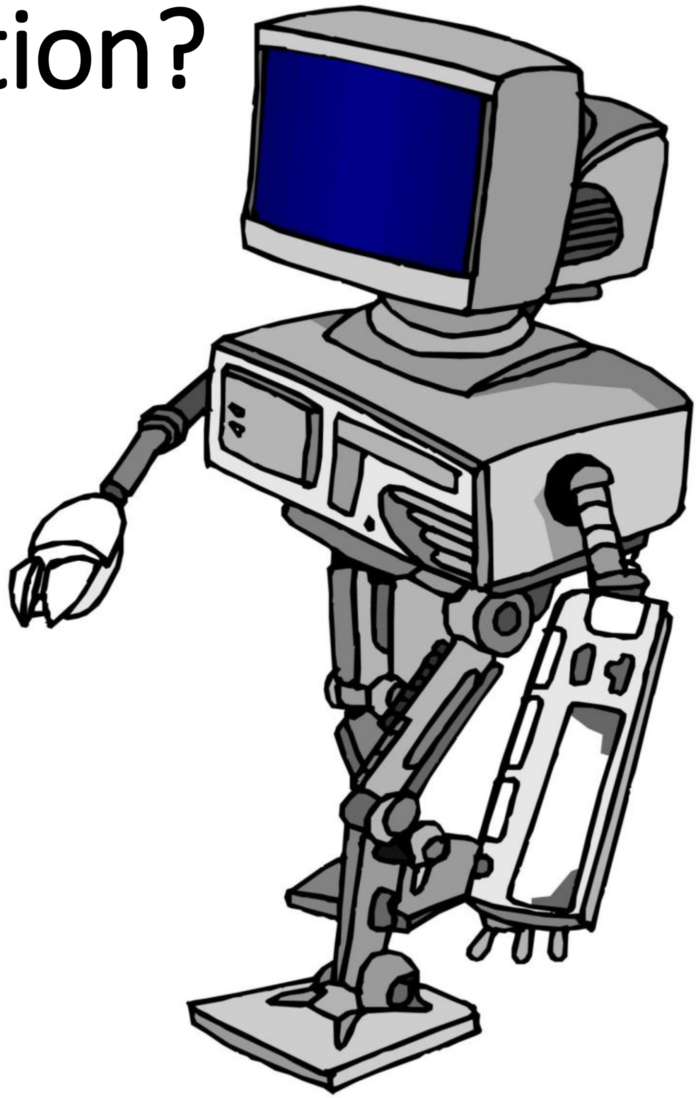
Saving time and delivering better value for patients using RPA in finance

Edd Berry, Director of Finance Innovation
Manchester University NHS Foundation Trust

What is Robotic Process Automation?

- System agnostic
- Performs set transactional processes ad nauseum
- Follows clearly defined decision pathways – does not make any independent judgements – its not AI
- Will work 24/7, trigger by an agreed action or working to a time schedule
- Follows a process chronologically – does not multitask
- Can perform transactional tasks many times quicker than human workers within the limits of the digital system it interact with

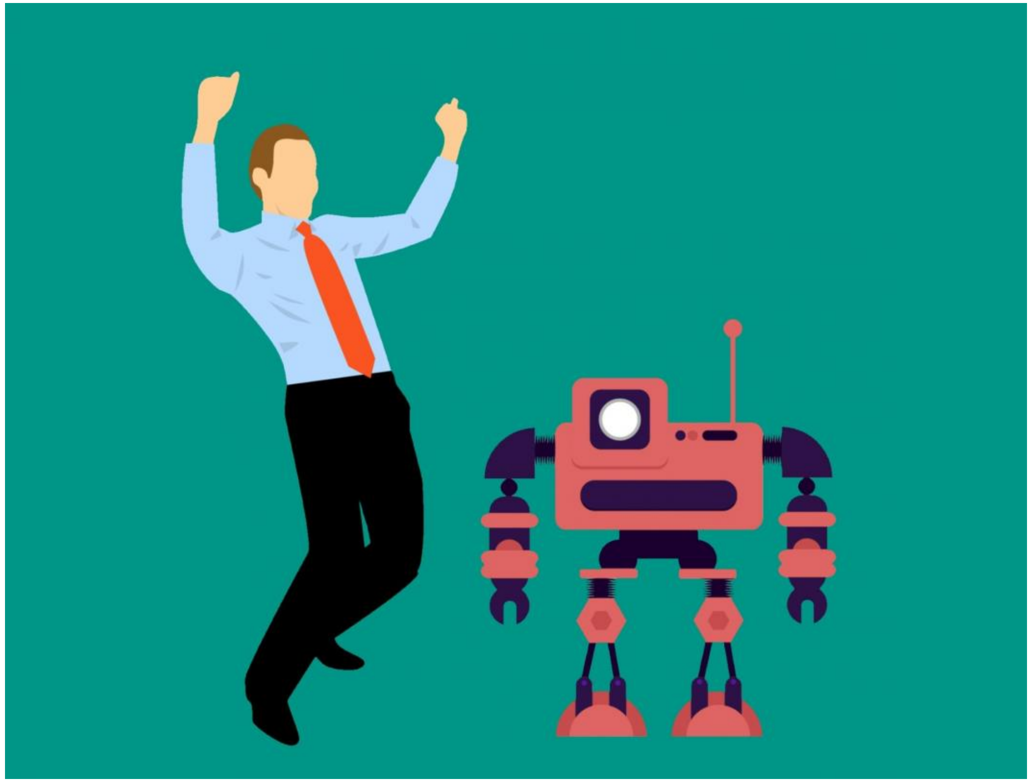


NHS
Manchester University
NHS Foundation Trust

Video 1

Why?

- Efficiency
- Improved data quality and governance
- Staff retention
- Decline in accountancy students and qualified members



NHS
Manchester University
NHS Foundation Trust

MFT Journey

- Invoice bots processing 10,000+ invoices per month
- GRNI bot has updated c.25,000 records saving 100s of hours of system admin time
- Bank reconciliation bot saving 60mins every morning its run
- Reporting Bots extracting ledger data every 30mins
- NHSP Bank & Agency Bot
- Statement Bot – reconciling supplier statements and uploading onto AOB portal

NHS
Manchester University
NHS Foundation Trust

RPA Use cases

Procurement & Finance

Area	Accounts Receivable Processing	Accounts Payable Processing	Operational Finance and Accounting	Standard Journal Entries	Account/Inter-Company Reconciliation	Expenses	Regulatory & Management Reporting	Financial Planning & Analysis
Use Cases to Consider	Credit approvals	Vendor set up and maintenance	Pricing review basis contracts & preapproved price lists	Creation of standard monthly journal entries	Subaccount balances, bank statements download	Automating policy compliance review	Data capture and cleansing	Pre-population of forecasts
	Cash receipts processing	Automating the workflow processes and approvals	Calculation and processing of rebates	Performing validation analytics	Uploading transaction data from sub systems	Calculation of purchase discounts	MAPS or BPPC/DSO Reporting	Loading pre-populated balances into system
	Sending late notices via email	Data entry and payments preparation	Download sales data & calculation of commissions	Posting to ERP	Balances and transactions reconciliation	Compliance and management reporting	Preparation of management review dashboards	Variance reporting for pre-population and actuals
	Order processing	Processing of payments for journal entries to sub system	Creating files and emails to gain approvals		Check and reconcile intercompany balances	P Card or expense program maintenance		
		Sales and purchase order processing	Posting to detailed sub systems and General Ledger		Create exception file, email report for approval			

Source: Automation Anywhere

Beyond Finance

Workforce

- Professional registration bot
- Recruitment bot
- ESR change bots
- Recruitment bots (in progress)

Community Services

- Hospital Admission bot
- NHS Number verification bot

Video 2

How / Lessons Learnt – BEFORE YOU START

- Research the Art of the Possible – what have others done?
- Reimagine your service – what would it look like with transactional tasks delivered by bots?
- Do you even need to do some of those processes?
- Clear governance (strategy, sponsor, development methodology, testing)
- How will you resource it? Develop staff to support the technology?
- Leverage the Apprenticeship Levy for “free” training
- IT lead or “buddy-up” with other corporate functions?

How / Lessons Learnt – LET THE FUN BEGIN

- Start simple!
- Proof of concept / Bot share with another trust
- Implementation partner? Have an exit plan
- Establish a clear baseline of how much time/cost is spent on processes now?
- What is your plan for releasing resources?
- How will you manage failure?!
- Be resilient!!! This is a culture change more than a technology change

Questions?