



ROBOTIC PROCESS AUTOMATION (RPA) | ACCENTURE FEDERAL

VIDEO TRANSCRIPT

Government Matters & UiPath | RPA: Powering Government's Digital Transformation

Government Matters Host: The impact on people is a key question nearly every time robotic process automation comes up in conversation. We'll address that issue head on when RPA – Powering Government's Digital Transformation continues. Now an industry spotlight, I'm here with Paresh Patel, Director of the AI & Intelligent Automation practice at Accenture. Thanks very much, Paresh, for joining me. What are agencies actually doing with robotic process automation today?

Paresh P Patel, Director of AI, Accenture Federal Services: Well, the possibilities are endless. And what makes it so exciting is it's right here, right now. It's being done today.

Government Matters Host: That's the thing about this technology that I think is attractive to agencies. This is not theoretical. This is not conceptual. There are people in government doing stuff now with this technology, right?

Paresh P Patel, Director of AI, Accenture Federal Services: Absolutely. Let me give you some examples. We're working with an agency where their recruiting and hiring process was rather cumbersome. They had a large backlog of applications and we're using RPA to read those applications, process that data and get it into their core systems. This not only speeds up the process, but it also improves the overall experiences for the candidate, as well as the recruiter.

Government Matters Host: Are there myths or misperceptions as you're going into agencies and talking to them about the possibilities of RPA?

Paresh P Patel, Director of AI, Accenture Federal Services: One of the biggest misconceptions is this is purely a technology implementation. Technology is part of it, but the large portion of this is a workforce application. So what we talk about is thinking about the impacts of the workforce upfront. For example, as these bots are put into production, someone has to maintain them. How are you upscaling your resources to do that type of work. As work is freed up, those freed up resources, what higher value activities are they going to focus on. How are they being transitioned into those categories. So, that's the type of planning we like to do upfront.

Government Matters Host: Final quick thought, those resources that you're talking about, they're people. They're men and women hours that are now free to do much more constructive, much more intricate work from the data entry things that RPA is helping to move out, right?

Paresh P Patel, Director of AI, Accenture Federal Services: Absolutely. The resources that are being freed up, it's the overall experience throughout that process. It's much more efficient, much more accurate. And overall very engaging to the workforce.

Government Matters Host: Thank you very much Paresh Patel.

Paresh P Patel, Director of AI, Accenture Federal Services: Thank you.

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