



Empowering a Modern Workforce at Optivo, with **Enterprise RPA**....

Optivo is delivering sustainable change, through a suite of digital automation services from Enterprise RPA [Robotic Process Automation], a UiPath Partner.

“By deploying new Digital initiatives, we are freeing our skilled People, to offer our Anytime/Anywhere services and features, with a credible response to match.”

Robert Clifford

Director of Technology, **Optivo**



The Strategy

“When we think of strategic change, it’s easiest to break things down in terms of incremental change, step-change and disruptive innovation.”

Source – Digital Innovation

When Optivo defined its Corporate Strategy to 2025, the business set out some radical changes, inspired by the entrepreneurial spirit of their founders. Now, through a Suite of Digital applications, supported by Robotic [RPA] and Artificial Intelligence [AI] interfaces, they are making everything about servicing clients’ easy, efficient, and sustainable.

“Providing greater online access to services is an important challenge, but also an opportunity to increase both customer satisfaction and our efficiency.”

Optivo Strategic Plan to 2025

Optivo’s Digital ambition is clear; automate tasks that waste the talents of valuable people, **achieve high customer satisfaction, maximise social impact, while ensuring** an exceptional experience for their residents.



Challenges

As one of the largest housing providers in the UK and a member of the **G15 Group**, London's largest housing associations. **Optivo** has over 45,000 homes across London, the South East, and the Midlands, giving 90,000 people somewhere affordable to call their own, with the strategic aim to start the construction of 7,000 new homes by 2025.

Day to day operations were reaching their limits, as Optivo tackled slowing levels of cognitive productivity, as the result of increasing, multi-channel inputs, high service demands, regulatory change and compliance, taking crucial resource time away from strategic focus'.

Too often, the workforce was tied to data reconciliations and manual input tasks, and a catalyst was needed to accelerate a Digital culture-shift.

As one example, the Universal Credit process was extremely time consuming for the Customer Service Teams, often taking around 4 hours every day, 20 hours a week; that is over 1000 hours each month, with demand set to increase.



How Enterprise RPA is Helping

[Robotic Process Automation]

UiPath Partner **Enterprise RPA** developed a fully automated solution for Optivo to verify and submit Universal Credit claims requested by the DWP via its online portal. An attended robot runs daily to access claim verification requests on the DWP portal, checks the tenant details on the in-house database, raises exceptions based on strict validation rules and auto submits validated claims at an accuracy rate of 100%.

RPA is non-intrusive in nature and leverages the existing infrastructure without causing disruption to underlying systems, which would be difficult and costly to replace. With RPA, cost efficiency and compliance are no longer an operating cost, but a by-product of the automation.

"RPA adoption is allowing us to eliminate, automate and innovate our processes. This enables our colleagues to spend less time processing and more time using their specialist skills to support our residents, adding value and delivering a fantastic service."

Suzanne Adams, Head of Service Delivery Technology, Optivo



Return on **Investment**

Optivo's ROI model increases with each new automation, with measurable savings, reflecting the time, cost and value recovered as these harmonised working practise(s) develop, with seamless hand-offs between Optivo's People, and their conversational Digital Assistant, brought to life and personalised, as **Opti-bot**.

"Optivo is leading the way in driving automation in the Housing Sector. Several RPA automation projects are underway; some blending AI as an integral part of the solution, are launching the Strategic programme and Enterprise RPA is working closely with Optivo's subject matter experts, to deliver an impactful Digital Outcome."

Steve Bolton, Operations Director, Enterprise RPA



The Future

"There's lots more planned for Process Automation and Artificial Intelligence [AI]. As **Opti-Bot** adapts and learning builds with each new process, these solutions provide a secure gateway for broader interaction with Optivo's Enterprise systems and Business teams, leading to hyper-automation, an acceleration to largescale business efficiency.

Benefits

- Time to Value – 6-8 Weeks
- Accuracy rate – 100%

Use Case(s)

Universal Credit Verification
Housing Benefit
Invoice Processing
AI Digital Assistants





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