

Reference Number: FOIAH2425/389
From: Other
Date: 16 October 2024
Subject: Robotic Process Automation System

I am currently researching information on the usage of Robotic Automated Process (RPA) systems in the NHS, and I would be grateful if you are able to help, please?

Q1 Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?

A1 Yes, we plan to expand.

Q2 What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?

A2 Funding and access to internal platforms.

Q3 What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.

A3 Improved patient care is priority, but all are relevant for implementing automation in the organisation.

Q4 How many licences are under your contract?

A4 Currently Seven RPA Platform licences, over two contracts.

Q5 What is your contract start date?

A5 Contract 1 start date = 30/03/2022, Contract 2 start date = 01/10/2024

Q6 What is your contract end date?

A6 Contract 1 end date = 30/03/2025, Contract 2 end date = 01/10/2027

Q7 Are your organisation's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their organisation?

A7 Contracted via a 3rd party intermediary- e-18 Innovation

Q8 What is your current annual spend with your supplier for RPA licences?

A8 Contract 1 = £31,800 per annum, Contract 2 = £77,512 per annum

- Q9 What is your current annual spend with your supplier on external professional services to deliver RPA/IA?
- A9 Information not held- currently there is no annual cost, but this will be reviewed in 2025.