

An abstract graphic on a dark blue background. It features several blue dots in the upper left, with lines extending from them towards the right. On the right side, there is a dense, overlapping grid of yellow lines that create a sense of depth and complexity, resembling a network or data structure.

# !mpactmakers

## Robotic Process Automation

**Empowering Government Workers with Robotic Process Automation (RPA) and Artificial Intelligence Solutions**

VAPDC Summer Conference

# 2006

Impact Makers was  
Founded in Richmond, VA

*100% Equity gifted to Virginia  
Community Capital & Community  
Foundation for a Greater  
Richmond.*



# \$4,000,000+

In Direct Financial Contributions  
and Pro Bono Services to **Our  
Nonprofit Charitable Partners**

*We transform our business and financial  
success into direct community impact.*



# 8 COMMUNITY PARTNERS



# 4 Anchored in Core Values

- Maximize Integrity
- Foster Collaboration
- Care Deeply
- Make a Lasting Difference

# 3 Providing Services Across Primary Disciplines

- Advisory
- Engineering
- Analytics

# 4 Industry Experts in Data Driven Verticals

- Financial Services
- Healthcare Payers & Providers
- Public Sector
- Commercial

# Notable Public Sector and Higher Education Clients



# Government is under pressure to do more with less



**Budget and FTE  
Constraints**



**Constituent  
Demands**



**Turnover in  
Workforce**



**Attracting New  
Talent**



**Legacy &  
Inoperable  
Systems**



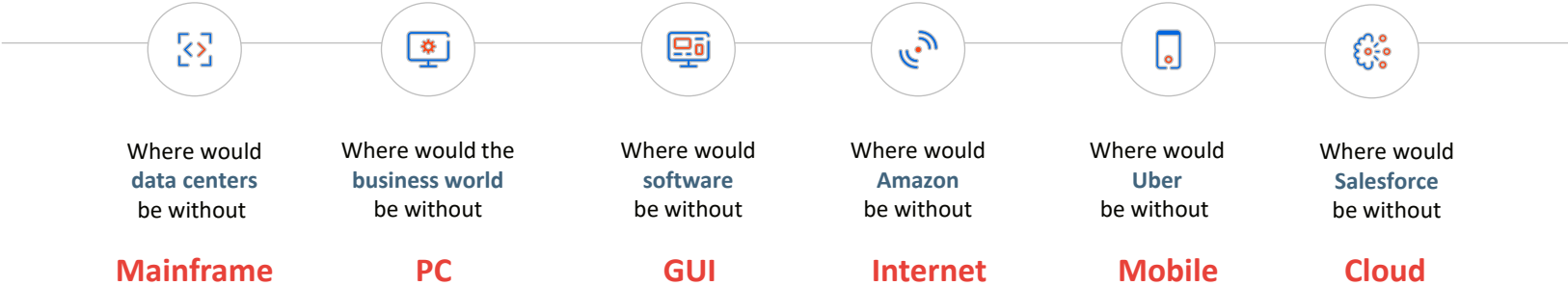
**Security & Data  
Protection**

Governments are addressing these challenges by evaluating process and service delivery through new operating models, technology and process optimization.

# COVID-19 Accelerated the Need for Government Digital Transformation



# Previous Eras of Technological Changes



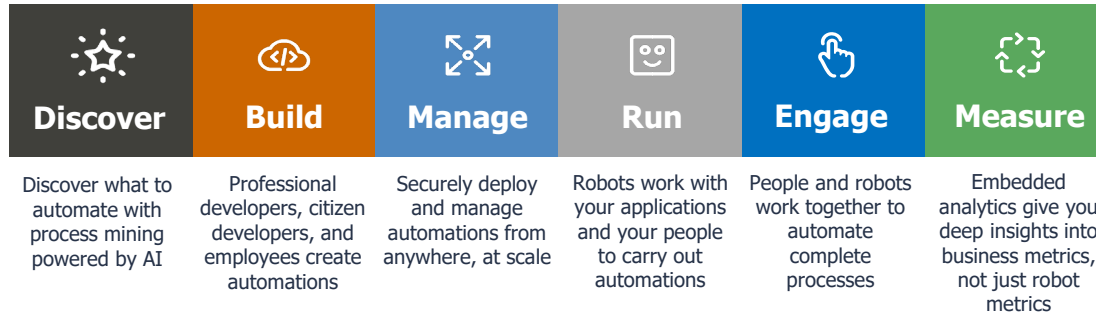
# Automation is the next disruption of work

“Coming over the horizon is a new wave of opportunity related to the use of robotics, machine learning, and AI. Companies that deploy automation technologies can realize substantial performance gains and take the lead in their industries, even as their efforts contribute to economy-level increases in productivity.”

- McKinsey Global Institute

# What is RPA?

Robotic Process Automation is the technology that allows anyone today to configure computer software or a “robot” to emulate and integrate the actions of a human interacting within digital systems to execute a business process. RPA robots utilize the user interface to capture data and manipulate applications just like humans do. They interpret, trigger responses, and communicate with other systems to perform a wide variety of repetitive tasks.





# What Can Automation Do for You?

## Robotic Process Automation



Augments a person by executing manual, repetitive tasks



Makes decisions based on set rules



Seamlessly integrates with existing applications

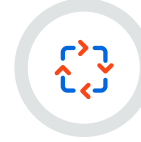
## Customer Outcomes



Accelerated Benefits From Digital Transformation



Improved Customer Experience



Reduced Compliance Cost & Risk



Increased Employee Satisfaction & Engagement

# What Can Software Robots Do?

Here are some of the tasks that can be easily handed over to the Robots.



Log in to any application



Connect to system APIs



Move files and folders



Extract content from documents, PDFs, emails and forms



Read and write to databases



Open emails and attachments



Scrape data from the web



Make calculations

An illustration of a futuristic office environment. In the center is a large, blue, boxy robot with a screen for a face displaying a simple face with two dots for eyes and a horizontal line for a mouth. The robot has a bar chart on its chest and a grid of buttons on its lower body. To the left, a man in a blue jacket and black pants stands, pointing at the robot. To the right, a woman in a blue top and black pants sits at a desk, talking on a headset. A glowing pink lightbulb is positioned above the robot. The background features stylized trees and a potted plant. The overall scene is set against a light blue background with a subtle grid pattern in the top left corner.

# “A Digital Assistant for Every Government Employee”

# RPA Supports Public Sector Objectives



**Augment existing workforce**



**Reduce backlogs**



**Increase focus on high-value work**

## Policy Adherence

Compliance

Risk

Operational Response Time

## Partner Driven Solutions

Global

Regional

Local

## Back-Office Automation

Invoice Processing

HR On/Off-Boarding

Benefits Processing

## Front Office Automation

Engagement

Eligibility Systems

Self-Service Support

## Pragmatic AI

Visual

Document

Conversational

Process

## SECURITY AND GOVERNANCE

Access Control

Credential Management

Auditing

Encryption

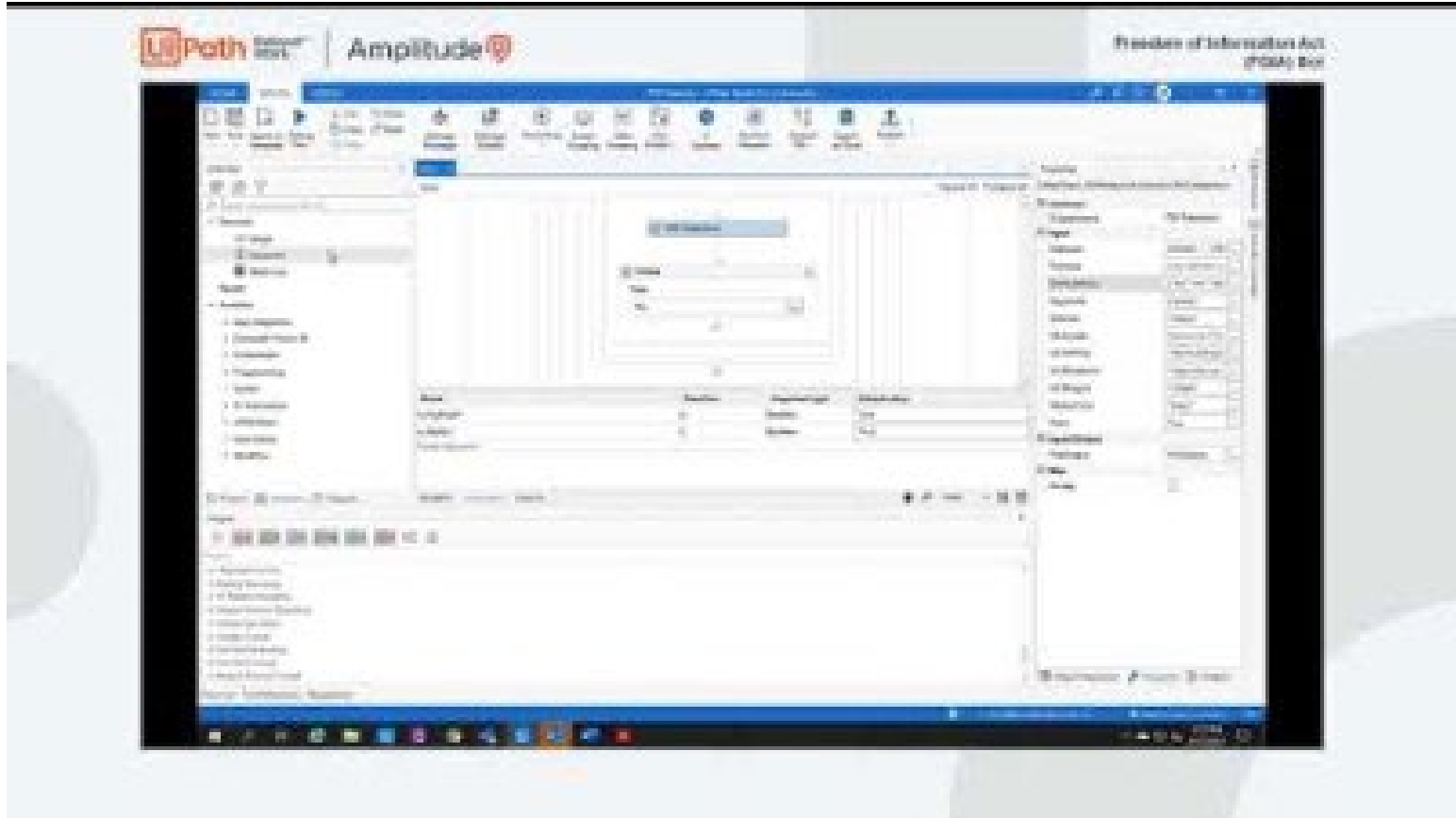
# Examples of High Impact Initiatives in Support of State & Local Government Organizations

Government Administration	AI Use Case Health & Human Services	Justice & Public Safety (JPS)	AI Use Case Transportation	Education	AI Use Case Energy, Water & Waste	Public Utilities/Works	AI Use Case Culture & Tourism
<ul style="list-style-type: none"> <li>• Back-office applications offer automation potential (F&amp;A, Service Desk (IT and Citizen facing, City Comms, etc.)</li> <li>• Swivel-chair activities still have a high presence in government operations</li> <li>• Ability to respond quickly and accurately supports long-term ability to modernize government processes</li> </ul>	<ul style="list-style-type: none"> <li>• Healthcare, benefits, and social services systems have many validation points for new applicants, renewals, and governance</li> <li>• Not enough employees in many organizations to handle the normal daily workloads and crisis-based surges can overwhelm organizations</li> <li>• Many opportunities to reduce fraud, waste, and abuse via automation</li> </ul>	<ul style="list-style-type: none"> <li>• Public Safety and judicial systems are typically made of multiple environments that require people to act as the integration points</li> <li>• Low hanging opportunities around criminal investigation, reporting and evidence tampering as well as judicial system payments and process governance</li> <li>• Public Records Requests are time consuming &amp; expensive &amp; easy candidates for automation</li> </ul>	<ul style="list-style-type: none"> <li>• Tolling, scheduling, logistics, and vehicle maintenance systems typically have challenges with reporting and reconciliation in a timely manner</li> <li>• Faster collection of revenue results in increased budget processes (acquisition, capital investment prioritization)</li> <li>• Vehicle maintenance schedules can have direct impact on revenue and citizen/worker safety</li> </ul>	<ul style="list-style-type: none"> <li>• K12 use-cases for back-office reporting, grading bots, integration of curriculum &amp; grading systems, &amp; classroom procedural activities (attendance bots, classroom inclusion tools, &amp; classroom integration of distance learning systems.</li> <li>• Higher Education automations for student recruiting, engagement, and student management including student on/off-boarding.</li> <li>• Workforce development monitoring for better jobs</li> </ul>	<ul style="list-style-type: none"> <li>• Integration of remote metering systems to deliver easy analytics on usage and payment systems.</li> <li>• Integrating smart city silos to ensure energy and water leakage systems seamlessly connect with Public Works maintenance systems</li> <li>• Daily prioritization of inspection systems and outstanding work orders</li> </ul>	<ul style="list-style-type: none"> <li>• Permitting and inspection systems are tedious and typically require manual integration.</li> <li>• Monitoring performance management of building systems during reduced times</li> <li>• Remotely adjusting climate controls, turning off elevators, limiting exterior door access</li> <li>• Prioritizing maintenance requests to minimize field visits</li> </ul>	<ul style="list-style-type: none"> <li>• Communication and management of resource availability, status, and location is multi-modal and frequently requires multi-system integration</li> <li>• Prioritizing closures and re-openings based on current events is challenging and expensive</li> <li>• Visitor engagement systems are in silos and cannot easily share information</li> </ul>
<p>DU Use Case</p> <p>✓ <b>Benefit:</b> Allowing workers to focus on high-value work and automation usage will reduce backlogs, lower errors in manual processes, and improve employee morale</p>	<p>✓ <b>Benefit:</b> Lower cost of operations and improved scale of funding streams result in better service delivery to end customers</p>	<p>✓ <b>Benefit:</b> Streamlined operations result in safer cities overall, but also in supporting better use of JPS budgets</p>	<p>✓ <b>Benefit:</b> Lower cost to collecting revenue, reconciling financial data and maintenance of government assets all attribute to better operating margins, less fatigue on employees, and more focus on the end customer</p>	<p>✓ <b>Benefit:</b> Easier monitoring to support 'No Child Left Behind' initiatives, streamlining the education experience, and ensuring higher graduation rates to enable students to compete in a global workforce</p>	<p>DU Use Case</p> <p>✓ <b>Benefit:</b> Cheaper revenue collection processes and reduced operational costs due to more real-time maintenance and less backlogs.</p>	<p>✓ <b>Benefit:</b> Safer infrastructure due to faster identification of issues and quicker response times due backlog elimination</p>	<p>✓ <b>Benefit:</b> Seamless ability to communicate and engage visitors to maximize revenue, experience, and reduce fatigue on assets</p>

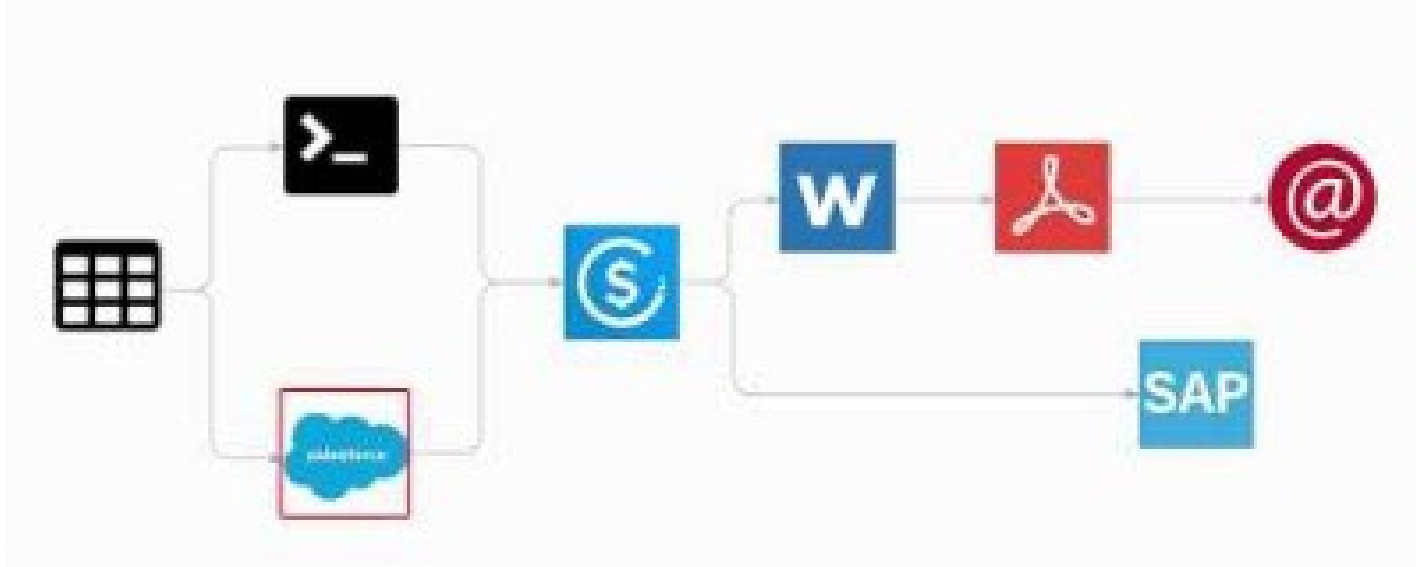
# 02 | Demos



# Auto FOIA Redaction



# Cross Organization and System Interoperability

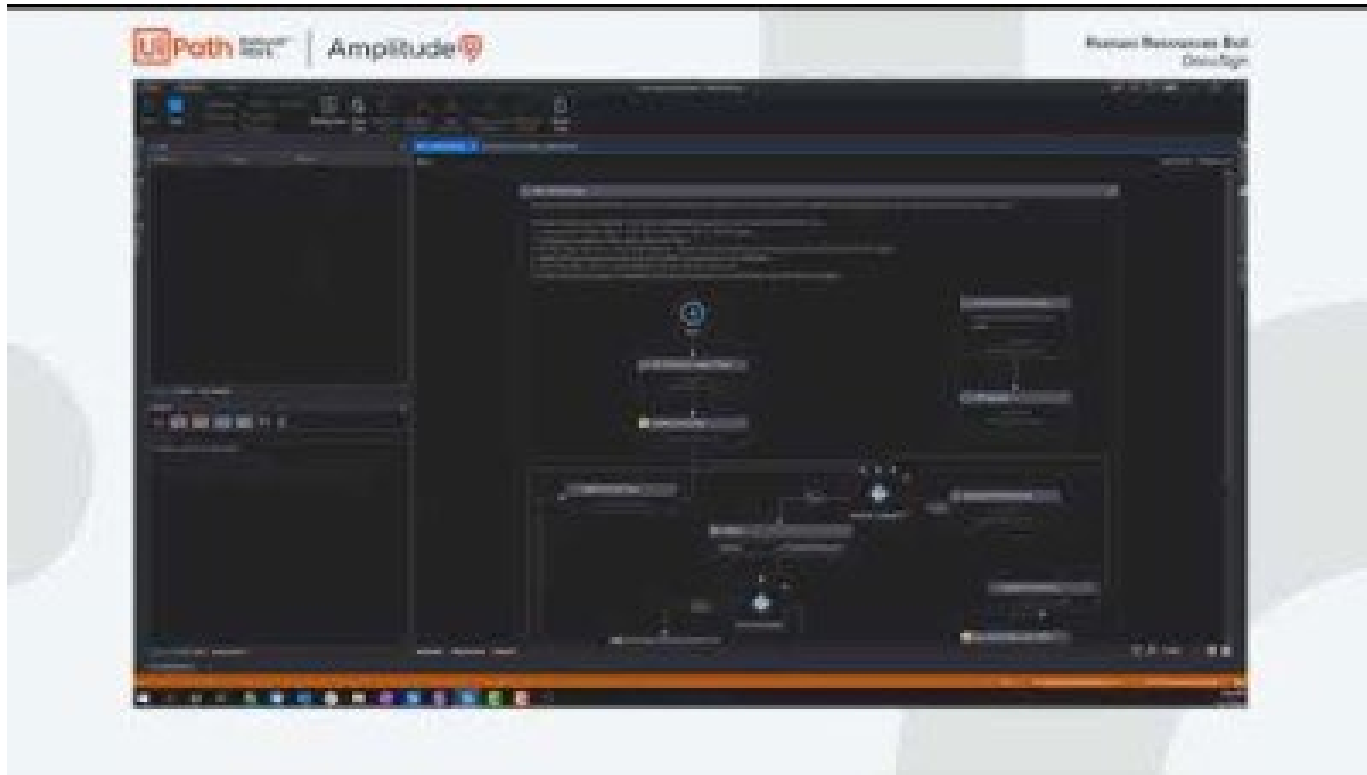




# COVID-19 Test Processing

The screenshot shows a web application interface for processing COVID-19 test results. The interface is divided into a left sidebar and a main content area. The sidebar contains several navigation options, including 'Home Page', 'Send Results by Mail', 'Home', 'Send by Email', 'Send by Text', 'Send by Fax', 'Send by Email', 'Send by Text', 'Send by Fax', and 'Send by Email'. The main content area displays the title 'COVID-19 Antibody by Roche' and a 'FINAL RESULT' section. Below this, there are sections for 'Send Results by Mail' and 'Send Results by Email'. The interface also shows a search bar and a 'Send' button at the bottom left.

# Employee Onboarding





**Get started on your RPA  
journey today!**

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