

## Lichfield District Council UiPath Automation Proof of Concept (PoC)

Agilisys Automation team provided the foundation for self-sufficient automation delivery

# Executive Summary

**Lichfield District Council (LDC)** provides essential services to approximately 106,000 constituents, including council tax administration, planning services, building control, street cleaning, recycling, and waste collection. To enhance their operations and improve efficiency, LDC initially partnered with UiPath to develop two Proof of Concept (PoC) automated processes within the Revenue and Benefits Team and the Planning Department.

**Agilisys**, a trusted partner of LDC, took the PoC processes developed by UiPath and transformed them into a production-ready state. We, Agilisys, meticulously documented the processes and supported rigorous testing by the Council. Once the processes were deemed production ready, we facilitated a seamless go-live process.

Recognising the value and potential of automation, LDC engaged Agilisys to provide ongoing support for these processes and assist in-house resources in identifying and developing additional automation opportunities. The initial automated processes alone result in an impressive annual capacity **saving of 1,254 hours or 203 days**, allowing staff to allocate more time and effort towards serving constituents effectively.

We also played a crucial role in training and supporting LDC's internal capabilities, enabling them to independently develop future automations. As a committed partner, we remain dedicated to LDC's automation journey, offering technical support, advice, ad hoc development, and code reviews. This continued partnership ensures LDC's sustained success and maximises the benefits of automation for the Council and its constituents.



# Challenge

The project was a significant success, and an excellent trusted partnership was cultivated between LDC and Agilisys. During the project, a few challenges presented.

The key challenges and how they were addressed are listed below:

- As PoC are not normally documented in significant detail, this presented a challenge in verifying the requirements to make the process production ready. Agilisys worked with the service team to create detailed documentation of the process, identify gaps in the PoC, and undertake the necessary development prior to go-live.
- LDC is a small council with a limited budget for their automation journey. Agilisys devised an innovative low-cost approach to help LDC become self-sufficient in automation.
- Due to a limited workforce, obtaining coverage when staff members were absent posed a challenge. On some occasions, this resulted in project delays when absences were unplanned. Agilisys collaborated with LDC to minimize the impact when such situations arose.

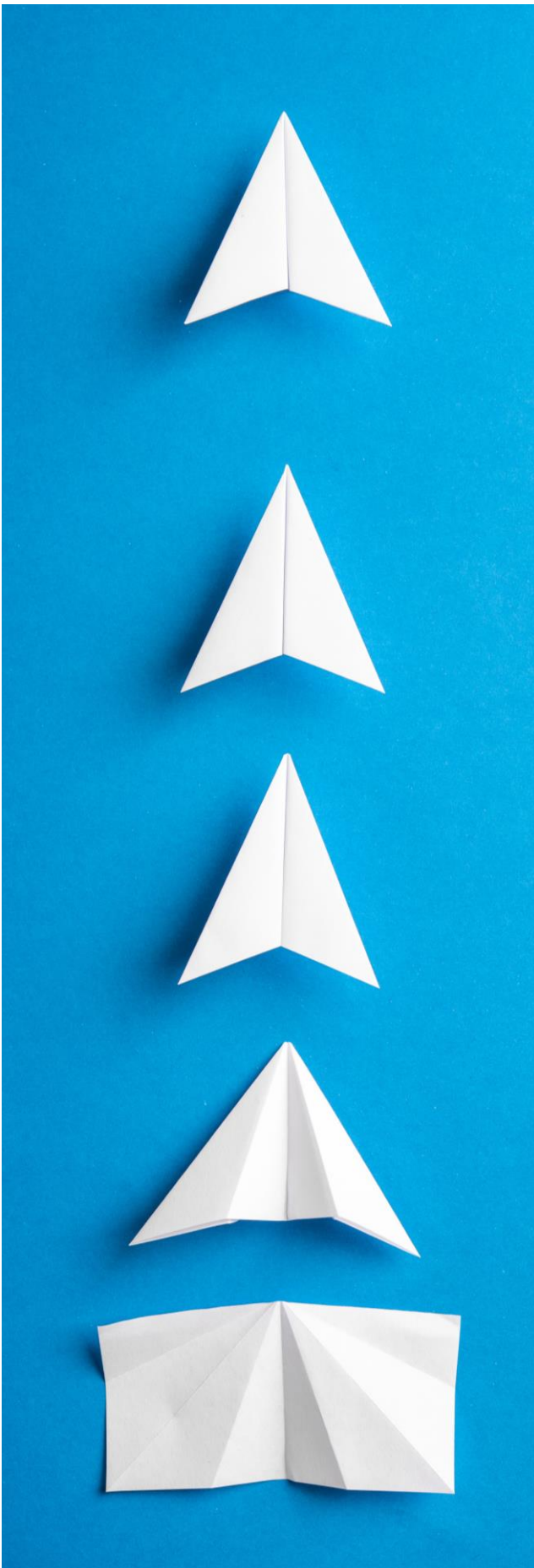




# Methodology

As this project was not a "green field" and there was very limited budget, Agilisys tailored our delivery approach to maximise the value delivered to LDC while minimising the risks inherent at the start of an organisation's automation journey.

- Delivery methodology and deliverables were focused on risk management whilst minimising effort/budget.
- Daily reports were designed to ensure they can also be used to track benefits delivered in the absence of budget for dashboards.
- Use of a block of support time to assist LDC build their own automation capability minimised cost and allowed LDC to progress at their own pace on their automation journey.
- Processes were designed using best practice structure to ensure they represented good practice for LDC to follow for future automations.
- Robust User Acceptance Testing and go-live support were followed before implementing the automation on live systems.
- Developed utilising UiPath intelligent automation.



# Impact

The project had many successes, including:

- Automations deliver 1,254 hours / 209 days of capacity saving each year for staff to focus on servicing constituents. This represents a **return on investment (ROI) of approximately 7-8 months.**
- The planning process runs overnight against an ageing system which performs poorly during working hours. Data is ready for the start of the day and improves the performance of the application during working hours.
- The revenue and benefits process requires a critical level of accuracy to avoid issues with benefit payments. The **automation ensures 100% accuracy** not achievable with manual processing.
- Time saved for revenue and benefits through automation enables a higher level of staff engagement with the most vulnerable constituents.
- LDC, with Agilisys' assistance, is supporting existing processes and has rolled out numerous automations that have been identified and developed in-house.
- Collaborative partnership throughout the project allowed for a successful project delivery.

## Working with Agilisys

*“The team at Agilisys have been instrumental in helping us to make substantial improvements to the accuracy of our critical data and the speed of access to it. The time saved by moving from manual processes means we can better support the more vulnerable in our communities”*

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