



Agilisys

June 2023

**Case Study: Royal Cornwall Automation POC
Using SS&C Blue Prism**

Automating Recruitment for Efficiency and Accuracy

How Agilisys Data and Decisions Team Sets the
Foundation for Self-Sufficient RPA Delivery

Overview



The recruitment process at the Royal Cornwall Hospitals NHS Trust (RCHT), burdened by manual tasks and disjointed systems, faced challenges with position numbers and security checks. However, by implementing automation, significant improvements have been achieved. The manual intervention has been reduced, saving around 12 days per year, while the development of reusable components sets the stage for future automations. The low-level complexity approach ensures a manageable pace for the organization. Notably, compliance risks have been mitigated by accurate security checks and inductions, resulting in an overall efficient and reliable recruitment process.

- **Streamlined manual recruitment process:** Royal Cornwall's recruitment journey has been automated, eliminating manual tasks and improving efficiency.
- **Enhanced accuracy and efficiency:** Automation has resolved issues with position numbers and security checks, leading to increased accuracy, reduced delays, and improved process efficiency.
- **Scalable solution with reusable components:** The implemented automation solution is scalable and incorporates reusable elements, enabling future enhancements and cost savings across various processes.

CHALLENGE

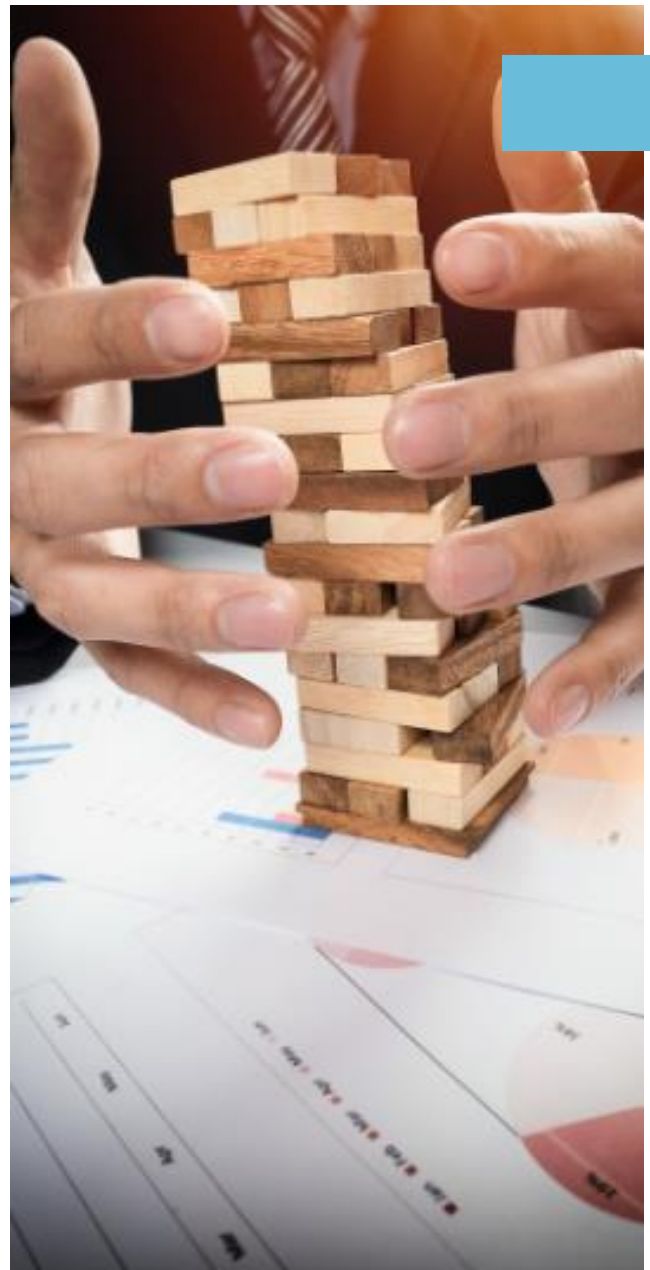
Implementing Automation To Reduce Manual Handling

We identified multiple automations as necessary to unlock the full potential of the recruitment process.

The recruitment journey within Royal Cornwall currently relies heavily on manual processes, resulting in inefficiencies and errors. The lack of integration between applications, Trac and ESR, necessitates double keying of information, leading to inconsistencies and incorrect position numbers for 80% of weekly vacancies. This manual approach also poses the risk of providing incorrect inductions based on incomplete or inaccurate security checks.

While opportunities lie throughout the journey for a bigger direct benefit through automation, this would also incur license costs that needed to be agreed upon and procured before automation could commence.

Vacancies were often raised without full information, such as the security level check, which posed a compliance risk and led to each vacancy having to be fully reviewed by a member of the recruitment team before being progressed into the actual recruitment journey itself (approximately 30-35 per week). This could cause delays of up to a week if clarifying information was needed from the hiring manager.



80% of vacancies raised per week held no or an incorrect position number and security check.

METHODOLOGY

Agile Delivery Of Process Automation

An intelligent automation solution delivered in iterations reduces the need for manual logging and correcting of information.

Our team of business analysts and project managers collaborated closely with the Royal Cornwall service to understand the challenges and document the existing recruitment journey. Through discovery workshops, we identified key issues and created an opportunity backlog in collaboration with the Royal Cornwall team.

Using an agile delivery approach, we broke down tasks into smaller chunks for faster progress and designed a scalable solution capable of accommodating additional resources if needed. Before implementing the automation on live systems, we conducted rigorous user acceptance testing and provided comprehensive training through online workshops.

We utilized SS&C Blue Prism on a managed Cloud RPA to automate the process, ensuring an identical development environment and representative test case data for a successful implementation. Our development team rapidly built the process and incorporated robust exception handling. Following successful user acceptance testing, the process went live in October 2022.



Our approach encompassed collaboration, meticulous discovery, agile delivery, scalability considerations, thorough testing, and tailored training. By addressing the specific challenges faced in the recruitment process, we equipped the Royal Cornwall team with the necessary tools and knowledge to overcome these obstacles.

IMPACT

Reduced Compliance Risk Through Automated Processing

Implementing an automated solution has reduced compliance risk and 12 days of saving per year.

This initiative has successfully addressed the challenge of changing behaviours to ensure correct information is provided at the vacancy-raising stage, significantly reducing compliance risks. Additionally, the automation solution has delivered tangible time and resource savings, amounting to approximately 12 days per year.

Overall, the impact of this intelligent automation project at Royal Cornwall is clear: streamlined processing, improved compliance, and substantial time and resource savings. With a solid foundation in place, the organization is well-positioned to continue its automation journey, unlocking further benefits and optimizing recruitment processes for long-term success.



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Agilisys' analysts were excellent at exploring the specific needs of the recruitment team while developing the automation.

Ian Nicholls

eHealth Transformation Manager
Cornwall IT Services: Royal Cornwall Hospitals NHS Trust

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