

Capita IAP: The Intelligent Automation Platform optimised for changing needs



Capita is a consulting, digital services and software business, delivering innovative solutions and simplifying the connections between businesses and customers, governments and citizens. Automation is central to our transformation solutions.



Automation is offered as a service meaning that projects are scoped, designed, implemented and managed without the customer having to purchase their own servers, licensing, professional services or engineers. Cost and disruption are reduced while business outcomes are continually assessed and optimised.



Capita's Intelligent Automation Platform is an industry leading solution using a hub and spoke model deployable in all Azure regions that can scale at speed and pace. We both build solutions from the outset in Azure as well as re-platforming traditional on prem automations to enable the customer to benefit from Azure's capabilities.



Using a variety of tools: RPA, OCR and webforms, ML and NLP Capita's IAP delivers integrated and intelligent automation to compliment existing systems whether on prem, hybrid, or cloud. We are also automation vendor agnostic providing the best solution to provide transformational outcomes.



Our cutting edge intelligent automation platform was built in partnership with Microsoft to offer an end to end automation solution in Azure, allowing customers to benefit from improved security, scalability, automatic updates and increased flexibility while not having to change their own infrastructure.

WHAT OUR CUSTOMERS ARE SAYING

“Working with Capita's Automation Practice has enabled us to automate to remove a number of pain points both for our staff and our service users. From improving compliance, to reducing time to complete end to end processes, to improving quality and accuracy of services, automation is playing a useful role in transforming ways of working.”

— Helen Murray,
Service Improvement Director, PCSE

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