

Capita Intelligent Automation Platform, LPS & Azure

Powering Transformation

Local Public Services (LPS) provides financial management solutions for a number of local authorities and a community health trust. Delivering a full range of financial services (including general ledger, e-procurement, accounts payable, invoice approval, accounts receivable, cash management, budgeting and forecasting) with largely manual processes, LPS had high attrition rates and high costs per transaction – it was time to change. LPS looked for a partner who could deliver all of the benefits of automation, as well as manage and maintain the automations end-to-end. By partnering with Capita and using our automation cloud platform, we could design, implement and run these automations daily – providing continuous improvement and innovation – enabling LPS to benefit from automation, but not the added complexity of managing them

On day one of running our automations:

Matching times reduced by
50%

Productivity increased by
34%



Delivering Rapid Benefit

Hosted in Microsoft Azure, our platform allows us to leverage the scalability of the cloud: we have no constraint on the number of organisations that we can on-board, and each of those organisations is able to increase (or decrease) their automation capacity on demand to meet their requirements. With the architecture design agnostic to automation technology and vendor, any technology can be made available via the automation platform. Using our Intelligent Automation Platform, twenty-seven accounts payable processes were identified initially as ideal candidates for automation, from 'manual matching' which involves matching goods receipt numbers to documents by comparing PO number, date and value; to changing document headers where the document's type has been re-classified; right through to reconciliation of payments. Fourteen processes have been automated and are now live.

“Capita’s Automation Practice has helped us to see how automation can and has been transformative in our operations. We have just begun our transformation journey with automation and are looking forward to seeing how we collectively can keep optimising the organisation and creating better outcomes for our local authority clients.”

**Allan Bingham-French,
Transformation Director**

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Learn More

<https://www.capita.com>

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