



Amplitude⁹

RPA Government Solutions in the age of COVID-19

The Novel Coronavirus has now become a global pandemic and social distancing in most countries has become a mandate for the foreseeable future.

We are seeing unrepresented strains on our Government and Healthcare infrastructures as millions of people are seeking testing, treatment, and even basic needs like food and water. As the medical and Public Sector communities drive forward to meet these needs, there is a huge issue around speed and productivity which is doubling each day under the weight of volume.

Below are several key common areas we are seeing in the US and abroad:

1. **Reducing the COVID burden on government organizations** – Building scale for increased demands of services.
 - a. Surges to the integrated eligibility and benefits systems can be supported by adding bots to help scale the workforce and reduce/prevent backlogs.
 - b. Many governmental services have policies that allow scale and flexibility, but lack the resourcing to allow speed in processing. An example at the [US Dept. of Agriculture](#) highlights the programmatic capabilities that bots could help manage the volume of requests to speed processing and delivery of benefits.
 - c. Simple concepts where there is a need for constant compilation of lists/reports and updates are burdensome. These could be easily be supported via automation.

2. **Enabling Telework** – Aiding organizations that work to bring the majority, if not all, of their organizations into a remote-worker model. The need to equip and provision secure access for these employees is time consuming and repetitive. Examples include:
 - a. Quickly and efficiently granting/managing the appropriate access controls to users.
 - b. Enabling scale for large organizations that need to either acquire/provision additional VPN capabilities and/or RSA tokens for their employees.
 - Who's impacted: Any government agency/department supporting remote workers

3. **Automating Increased HR and Health Burden of Employees** – Automating processes that could be deployed quickly and be used to understand the health posture of every employee on a day-to-day basis, or for every veteran receiving care, etc. A sample automation has been created and available [here](#).

Who's impacted: Organizational heads in need on ensuring employee welfare is being support

4. **Providing Scale to Contact Centers** – Increasing capacity to streamline information requests and route people to information more effectively (e.g. chatbots, Contact Center, 'Next Best Action' systems).

Who's impacted: Contact Centers that support government customers and/or internal employees

Video Demo: view the Contact Center Automation Demonstration in the Industry & Line of Business Points of View folder [here](#)

Overall, there is a huge need for technology companies like RPA to help during this Pandemic. The majority of the problems stem from data management and manual workflows which make RPA perfect to respond to this issue.