

Roc Business Process and Automation Services

Clarity from complexity



Navigating a fragmented digital landscape

The path to transformation is not simple. Organisations are often held back by legacy, processes which are manual, time-consuming, fragmented between departments and subject to error. Moreover data held across multiple systems is increasing at an overwhelming rate, blocking organisations from gleaning the insight they need to make informed decisions.

Many businesses are under immense pressure both to improve productivity and transform legacy systems and processes; yet if these are changed without thorough consideration of the implications, organisations may introduce unintended complexity, unaccounted-for costs and even new, existential risks.

Roc can help. Our Business Process and Automation solutions enable you to take control of your business. Our in-house expertise, and experience with a full scope of transformation challenges, can help your organisation evolve while retaining understanding and control.

Whether you are digitising what you do currently or seeking to improve process performance, we can help you increase productivity, use your data more intelligently, and enable your staff to focus on more high-value tasks, all whilst reducing your costs.

Hyperautomation: Clarity from complexity

Roc Technologies can help you draw more speed, efficiency and accuracy from your operations, using the principles of hyperautomation.

Hyperautomation is the business approach of using technologies such as artificial intelligence (AI) and machine learning (ML) in order to automate as many processes as possible. This strategy enables organisations to leverage their operational data to uncover opportunities for automating a wider range of business processes. More specifically, it brings together automation tools and business applications into a single ecosystem, ensuring that all these elements can work together to create value.

How can this help your organisation?

Traditionally, automation has solved smaller, more targeted challenges:

- Inaccessible, inaccurate data
- Data overwhelm
- Frustration with off the shelf solutions which do not fit business need
- People spending time on repetitive tasks rather than innovation

However, due to the incredibly rapid evolution of technology to mimic human activity, the potential applications of hyperautomation are increasing all the time. For many organisations, the key issue is knowing where to start.

Your business benefits:

- Deliver significant change faster
- Prove the value in a new operational approach
- Introduce AI/ML into processes
- Get rid of paper and/or spreadsheets
- Cut costs and improve efficiency
- Augment a capability that is resource limited

At Roc, we help to develop a common understanding of your business to identify opportunities, with organisations often seeing success with one or more of the following:

Process analysis / mapping / mining

Detailed analysis to help you understand what transactions are happening across your organisation and identifying bottlenecks, inefficiencies and risks.

Rapid prototyping for proof of concept using No-code / Low-code

Developing proof of concepts for digitised processes quickly through rapid prototyping; at a fraction of the cost and time in comparison with traditional development approaches, delivering results fast, and allowing scale up to full deployment at pace.

Digitise key processes

Using a carefully chosen set of tools (such as AI/Machine Learning, Business Intelligence and Robotic Process Automation) Roc can develop, deploy and manage your enhanced processes.

Traceable, automated decision making

Making complex and often costly decision-making processes fast and easy in a fully transparent way that the organisation can control and calibrate. These tools come into their own where traceability and auditability are vital.

Complex data visualisation

From financial reporting through to production line efficiencies, you can collate and translate multiple streams of data across disparate systems into a single, easily understood interface that can be mined and interrogated, helping to increase understanding and inform decision making.

Mapping your path to the future

At Roc, our approach is bespoke, and designed to flex specifically for your needs.

What is the business challenge you are trying to solve?

Our extensive expertise and experience means that we can challenge and refine the requirements of different stakeholders within your organisation, and ensure a clear and detailed understanding of your challenges. This ensures the solutions we provide achieve the goals of the business and provide long term returns.

What does the outcome look like for you?

Is it better system integration, entire replacement solutions or innovative new ideas?

Through our clear understanding of your aspiration and desired outcomes, we can ensure that our automation solutions satisfy your business needs and expectations.

What is the best path to achieving your goals?

We'll assist you in developing a strategy to identify, prioritise, execute and sustain your digitised processes and drive improved business performance.





What makes Roc's offerings unique?

Bespoke solutions:

Our solutions are a unique combination of process modelling and digitisation using off the shelf products and integration with existing services. By creating solutions and products which are vendor supported, quick to deliver, simple to maintain and adapt, and more cost efficient, we can deliver a higher return than traditional development, entirely bespoke programmes, or off the shelf solutions.

Built for the future:

Our solutions are built for long term success: the approach that we take ensures that they can flex and evolve as your future priorities change and the skill set and requirements of your team advances.

Scalable to your needs:

We have expertise across a broad range of tools to solve a variety of problems - up to and including enterprise scale projects. And whilst we do have a bench of solutions ready to deploy, we'll bring every option to the table to ensure you get the right outcome for your organisation.

Highly secure:

Our solutions are secure by design. We have a range of available options ready to configure to your specific security requirements.

Business process and Automation in practice

Roc has delivered complex solutions that provided immediate value, across a number of large scale, high-security organisations. Each case began with a foundation of understanding the organisation's needs.

- Automating commercial assurance for multi-million pound construction projects
- Comprehensive access and license management for highly sensitive data
- Simplifying financial tracking with a bespoke low-code solution
- Continual improvement services for a £300m grant management application process
- Improving tender win rates with enhanced document management
- Driving effective project management and reporting

Use Study

Automating commercial assurance for multi-million pound construction projects

Commercial assurance is a critical challenge for any major construction project, especially the need to reconcile forecast spend against actual spend, and to deal with invoices accordingly. Working in large scale NEC based construction projects demands process compliance from buyers and suppliers, but both sides are heavily dependent on manual processes and basic MS Office tools to deliver highly complex tasks in severely pressured timeframes.

Roc worked with a major UK infrastructure buyer, and leading construction industry firms, to develop a solution that re-engineers the commercial assurance processes to:

- Improve data standardisation and efficiency of processing
- Avoid the need for costly manual processing of data
- Challenge spend that may not be within contractual scope
- Identify opportunities to reduce waste
- Enable more effective tracking of spend vs delivery across multi-million pound construction projects

As part of our prototyping, Roc has employed Rapid Application Development, an agile process that prioritises swift prototyping and enables quick, iterative feedback to improve the software as it is developed. In addition, we developed new data standards for the client; we have now engaged partners to create an industrialised version of the pilot.

The impact has been tremendous:

~500 (to date)
suppliers
information
processed

300,000+ invoice
cost lines since
January 23
assessed

Operational tasks
that previously took
days are delivered in
minutes

Roc continues to work to develop the system and to roll out as a standard across the buyer organisation, alongside this we are evolving the solution to be applicable across the wider construction industry.

Use Study

Comprehensive access and license management for highly sensitive data

Working with a key central government department, Roc were charged with developing a secure service to enable academic communities to undertake research using highly sensitive personal data.

Roc worked with key stakeholders across the department to understand their requirements, and subsequently built and deployed a solution which automated and managed all application, access and reporting processes, including:

- Enabling complex technical tasks to be delivered by non-technical administrators
 - Creation of research accounts for academics
 - Deployment of access licenses with controlled access rights to researchers
 - Access only to the required data and software to complete the project, as permitted by the license, within a fully secured environment
 - Enabling researchers to report on their results without compromising the data on which they were based
 - Rescinding of license once the research project is complete.
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Roc developed the software to enable Department personnel to execute governance processes with full separation of responsibilities and without the need for specialist technical skills, enabling the team to increase productivity as a result.



Use Study

Simplifying financial tracking with a bespoke low-code solution

Many companies struggle to keep track of approved spend. Roc worked with a technology firm to help solve this challenge.

The customer's financial teams needed to deal with multiple approval layers and cost centres across hundreds of requests per day, but without a system, it was a manual process and meant business stakeholders became frustrated at lengthy, opaque processes that delayed everything from BAU to innovation.

Roc developed an approval process workflow using low code solution to ensure a consistent, transparent approach to decision making:

- The system can be completely configured according to end user processes.
- Approval responsibilities are role based and hierarchical where necessary, to ensure the correct stakeholders give approval at the correct stage
- Response times are tracked, so any delays can be quickly identified (akin to approval SLAs).
- It also allows organisations to keep accurate, quality records

The key benefit to the organisation has been the transparency of the workflow, enabling requestor and approver to immediately understand status of any request. The solution has been adopted across the organisation, with over 200 users and more than 2400 transactions successfully completed.

Use Study

Continual improvement services for a £300m grant management application process

Ensuring effective business process operation demands continual review and developments.

Roc maintain the grant management software for one of the world's largest medical research grant funds. The system is built on a low-code platform from Netcall and is fully automated. It covers the full end-to-end process, from ideation and submission through to funding approval and results/outcomes.

Roc's work managing and maintaining the entire solution includes:

- Delivering patching to the base software to maintain the highest levels of protection for highly sensitive data
- Managing upgrades so that they are rolled out and delivered seamlessly, with no interruption to availability or functionality
- Development services to add new functionality such as additional notifications or improved applicant communications
- Feature analysis and improvements to support changing requirements including amended notification and approvals paths

Currently, this is managing over 200 significant requests per year.

We've delivered improvements to our own systems too. Find out more below about the developments we have made on our own behalf.

Use Study

Improving tender win rates with enhanced document management

Responding quickly and effectively to tenders is a challenge for many organisations. Responses can be incredibly complex, with hundreds of questions requiring specific, evidence-based answers.

To improve our own capability, we developed a Bid Library to hold past response and submission materials. These documents are also decomposed into specific topics and questions, where information is meta data tagged to enable quick and accurate searching of available materials. The system also allows Roc to rate the quality of responses based on customer responses and to record marks awarded from previous submissions; this enables us to continually improve the quality of our responses.

The result is a key knowledge management facility that has saved a considerable amount of time and effort in creating quality responses. This has enabled our bid teams to focus their effort much more effectively on the unique requirements in a tender, and improved our strike rate overall.

To date, our team can search over 1300 separate assets for information.

Use Study

Driving effective project management and reporting

When working on delivering complex projects, tracking time and resource utilisation is critical to helping the project stay both on time and in budget.

The requirement was initially identified by the need to effectively track time in order to support billing processes. However, as we undertook our scoping work, the project quickly expanded to include project resource assignment, resource scheduling, skills alignment and project accounting.

We developed a solution which now means that we can monitor and report in real-time on key metrics including resource utilisation and resource cost, enabling us to better forecast and manage our project workload.

About Roc Technologies

Roc Technologies delivers award-winning, transformational IT services to public and private sector organisations across the UK. Our portfolio combines highly secure critical infrastructure solutions with emerging technologies, all supported by end-to-end managed services and a 24/7 Managed Services Operations Centre.

With some of the most rigorous data and security accreditations in the UK, Roc has been trusted to support the largest and most complex organisations, with the most sensitive data, for over a decade.

Get in touch with us today for a consultation to learn more about our process and automation capabilities.

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