How a Leading RPA Cloud Solution Leveraged Ibility to Retain and Drive License Revenue

IBILITY
WHERE INNOVATION
MEETS ABILITY

💡 Introduction

The Department of Veterans Affairs (VA) is the largest Federal Civilian agency with a workforce of approximately 420k full time equivalents. VA operates the largest integrated health care system in the United States, with over 9.2 million enrolled Veterans, and provides disability compensation benefits to nearly 6.0 million Veterans and compensation benefits to over 357,000 Veterans and their survivors. VA uses a variety of Robotic Process Automation (RPA) cloud solutions, including UiPath, Blue Prism, and Power Automate, in order to provide Veterans the world class benefits and services they deserve.

UiPath engaged Ibility to perform a challenge competition to differentiate themselves from their competitors. Utilizing Ibility's approach, UiPath had the following goals:

- ✔ Improve confidence that the UiPath platform can support VA's needs
- ✔ Identify new use cases to drive license revenue
- ✔ Increase brand awareness and identify new advocates/internal VA champions
- ✔ Demonstrate commitment to VA and Veterans to retain existing VA customers
- ✔ Introduce high caliber RPA system integrators to VA that may not normally be considered
- ✔ Access VA executives and end users in an innocuous, non-"salesy" manner

📋 Results

In two short months (including planning the event, identifying use cases, end users, judges, and keynote speakers, executing a communication plan, establishing a configuration environment with dummy data, and finally demonstrating working bots) the Robots with Benefits Challenge Competition achieved:

Four working bots, built in 20 days, tackling the following use cases by four leading system integrators

❯ **Team #1** - A Bot was created to check for positive COVID-19 test results every 30 minutes, When a positive case was detected, the bot sent out a message via SMS and email to a designated group of VA employees.

❯ **Team #2** - A Bot was created to identify and compile a list of open clinical encounters by VA provider. This list was then emailed to each VA provider with a drill down to the specific reason(s) the encounter was not completed in order to expedite remediation and begin the reimbursement process.

❯ **Team #3** – When a Veteran files a claim for PTSD, relevant information about their service must be verified. A bot was created to run a query across multiple databases to extract relevant service verification information. Identified information is then complied into a report and uploaded into the Veterans E-folder for consideration by the Adjudicator.

❯ **Team #4** - A Bot was created to run a query through the Veteran's electronic health record in the CAPRI database that identify all applicable medical evidence specific to the Veterans service-connected disability claim. Next it compiled a report and uploaded the report to the Veteran's E-Folder.

Identified tens of millions of $ in savings	Over 200 participants	Several thousand impressions	Access to VA executives	Substantial interest across VA	New use cases identified	Enable and optimize strategic growth

⇄⇄ Methodology

Ibility used the following approach to organize and structure the Robots with Benefits Challenge:

Leveraged network and relationships with VA business offices to identify an executive sponsor and use cases that would have a meaningful impact

Worked with the VA business offices to identify internal Subject Matter Experts for the system integrator teams to work with

Developed an approved communication strategy to promote and publicize the competition; created polished one pagers and LinkedIn content highlighting the event

Worked with UiPath to identify capable system integrators (SIs) and SIs who have access to a VA contract to perform any follow up work

Configured Ibility cloud solution to manage challenge competition, including team registration, judging criteria, etc.

Created a rules document that included competition instructions, terms and conditions, and judging criteria

Performed a Kickoff Session, which included a dynamic VA executive keynote, a Human Centered Design Workshop, an Intro to UiPath, and breakout sessions for the teams to meet their assigned SMEs and define a scope and requirements for the project

Checked in regularly with each team to ensure they made progress and addressed any issues

Created a template for the final presentation to ensure fairness and consistency; performed dry run with each team to provide feedback

Coordinated with UiPath Marketing Team to properly market the event

Recruited VA executive to speak at the closing ceremony and recruited three VA executives to act as judges

Coordinated with VA to provide technical environment for teams to submit their Bots

Performed closing Showcase event, which included a dynamic VA and UiPath speaker, team presentations, a musical interlude, and award ceremony

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💡 About Ibility

Founded in early 2021, Ibility is a Service-Disabled Veteran Owned Small Business and a Woman Owned Small Business, headquartered in Gaithersburg, MD. Ibility helps government leaders to achieve their mission by designing creative products and programs that delight their customers and make their employees more efficient - building trust and improving overall satisfaction. We use human-centered design principles in every engagement because we believe the end user is critical to the long-term success of any solution. Our team is fun, passionate, bold, and creative. We live our mission every day – to inspire people, create cool stuff, and make a lasting impact on the world!

Contact us to learn more

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