Robotic Process Automation for Back-Office Operations

Identification and automation of repetitive, rules-based business processes using RPA, freeing staff from manual tasks and reducing errors while maintaining compliance and audit trails.

PRACTICE

Service Management and Automation

CLIENT PROFILE

Federal administrative or finance organization with high-volume, rules-based processes that are currently performed manually, such as data entry, report generation, and compliance checking

Challenge

- Staff spending significant time on repetitive data entry and cross-system transfers
- Manual processes prone to human error with limited auditability
- Growing workload without proportional staff increases

Approach

- Identify and prioritize automation candidates based on volume, complexity, and ROI potential
- Design and develop RPA bots with error handling, logging, and exception management
- Implement orchestration for scheduling, monitoring, and managing bot execution
- Establish governance framework for bot lifecycle management and change control

Typical Outcomes

- Hours of manual effort per week redirected to higher-value activities
- Reduced error rates in automated processes with complete audit trails
- Scalable automation framework enabling rapid addition of new processes

Procurement Paths

- GSA MAS for RPA development and implementation services
- NASA SEWP V and SEWP VI for automation platform licensing

Compare vehicles and ordering steps on **How to buy**.

Partner Technology Examples

- ServiceNow
- Microsoft (Power Automate)
- Elastic

This is a representative use case. To request a briefing or a quote, contact Norseman Defense Technologies at 410.579.8600 or sales@norseman.com.