

REPRESENTATIVE USE CASE

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

Digital Service Operations & AIOps

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.