

Agents, automation and orchestration: AI for modern public services

Session 3 | 17 June: IXP – intelligent document processing

UK Public Sector – June Webinar

IXP: Intelligent Document Processing

See how advanced document understanding can extract data from complex, unstructured public-sector documents, reducing manual effort and accelerating records processing.

© 2026 UiPath, Inc. All rights reserved.

This material is for informational purposes only. No part of it may be reproduced, distributed, or transmitted without the prior written consent of UiPath, Inc. The UiPath word mark, logos, and robots are trademarks or registered trademarks of UiPath, Inc. and its affiliates in the United States and other countries. See TMEP §906.

A cluster of dark blue squares of various sizes is located in the bottom right corner of the slide.

Today's session



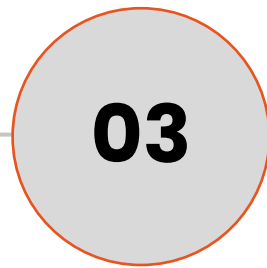
Why now?

The case for IXP in the public sector



How it works

Structured, semi-structured and unstructured docs



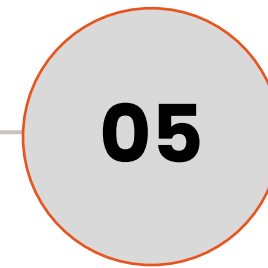
HITL

Keeping humans in control



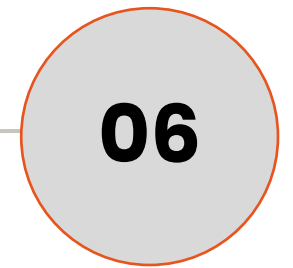
Working together

Agents & IDP



Demo

IXP in action



Q&A

Open the floor for Q&A

Documents, and communications can be categorized into three areas...

Structured

Fixed-in-format, structured documents are files or data formatted in a consistent and organized manner.

Examples: Forms, passports, licenses, time sheets, etc.



Semi-structured

Semi-structured documents are files or data containing fixed and variable elements (e.g. tables).

Examples: Invoices, receipts, purchase orders, bills, etc.



Move-For-You Co.
We move so you don't need to move

20800 ALMADEN AVE, SUITE 404
SAN JOSE, CA 95120-0520
T: +1 425 555 9876
F: +1 425 555 3456
E: billing@moveforyou-co.com
www.moveforyou-co.com

1 February 2020

PO: NP74006735

Bill To:

Invoice No: 456200-TZE1

Tony Tzeng
12345 Mango Lane
Seattle, WA 98108

INVOICE DETAILS	FEE
Packing services	\$1,282.00
Storage fees (1 month)	\$1,884.00
House move (white-glove service)	\$5,320.00
Vehicle storage and transport	\$5,186.00
Sales tax 10%	\$1,367.20
Total Fee including Tax	\$15,039.20

Unstructured

Unstructured documents are files or data with no fixed format, containing variable elements (e.g. free form text).

Examples: Emails, messages, contracts, agreements, etc.

ISDA®
International Swaps and Derivatives Association, Inc.

CREDIT SUPPORT ANNEX
to the Schedule to the
ISDA Master Agreement
dated as of 04.09.2024
between
The Test Company B and The Official Counterparty C on behalf of all
Funds listed in the Annex to this ISDA Master Agreement
("Party A") ("Party B")

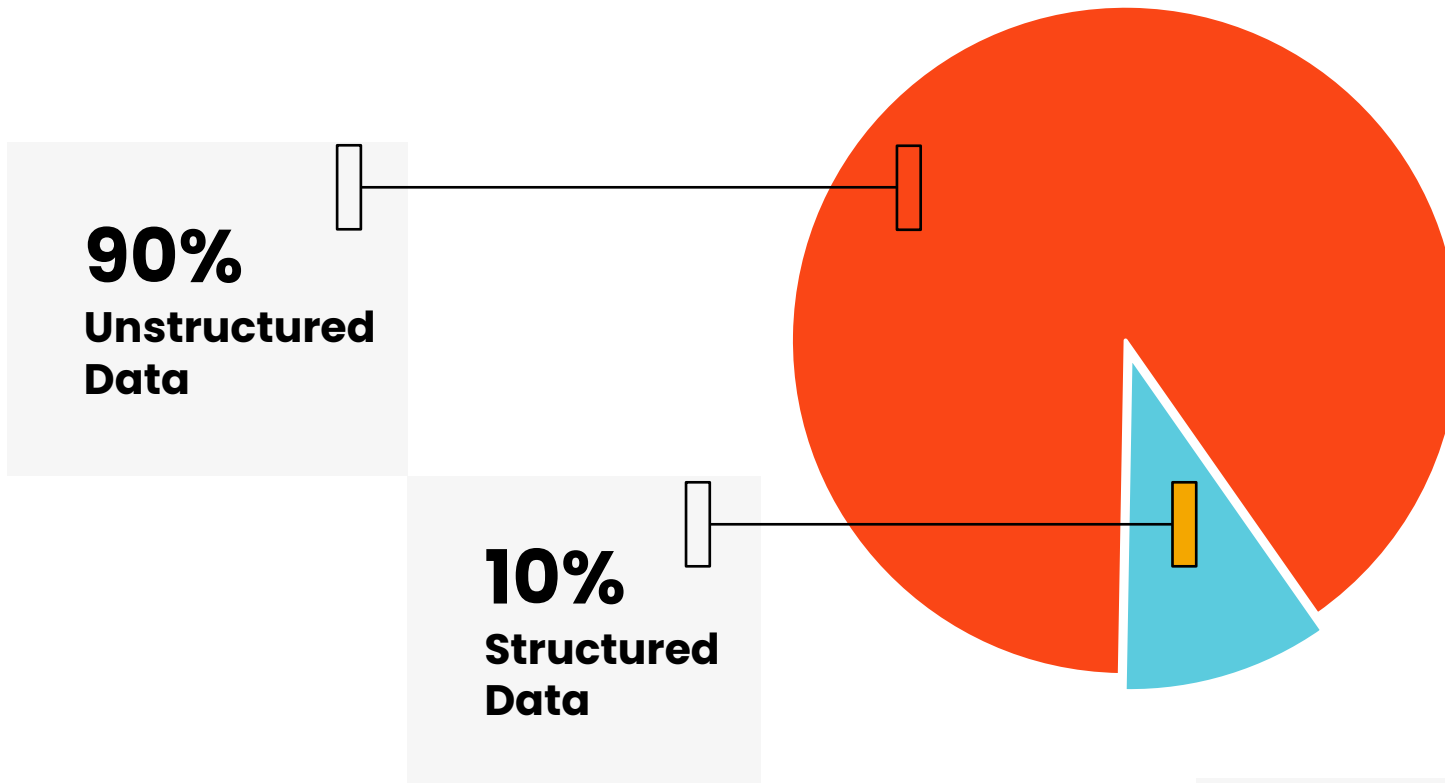
This Annex supplements, forms part of, and is subject to, the ISDA Master Agreement referred to above and is part of its Schedule. For the purposes of this Agreement, including, without limitation, Sections 1(c), 2(a), 5 and 6, the credit support arrangements set out in this Annex constitute a Transaction (for which this Annex constitutes the Confirmation).

Paragraph 1. Interpretation

Capitalized terms not otherwise defined in this Annex or elsewhere in this Agreement have the meanings specified pursuant to Paragraph 10, and all references in this Annex to Paragraphs are to Paragraphs of this Annex. In the event of any inconsistency between this Annex and the other provisions of this Schedule, this Annex will prevail, and in the event of any inconsistency between Paragraph 11 and the other

Information Classification: Confidential
1 This document is not intended to create a charge or other security interest over the assets transferred under its terms. Persons intending to establish a collateral arrangement based on the creation of a charge or other security interest should consider using the ISDA Credit Support Deed (English law) or the ISDA Credit Support Annex (New York law), as appropriate.
2 This Credit Support Annex has been prepared for use with ISDA Master Agreements subject to English law. Users should consult their legal advisers as to the proper use and effect of this form and the arrangements it contemplates. In particular, users should consult their legal advisers if they wish to have the Credit Support Annex made subject to a governing law other than English law or to have the Credit Support Annex subject to a different governing law than that governing the rest of the ISDA Master Agreement (e.g., English law for the Credit Support Annex and New York law for the rest of the ISDA Master Agreement).

Unstructured and complex data accounts for most enterprise data



Businesses that unlock their unstructured data can identify new insights, extend automation into new areas, and outperform their competition.

Manual processing is costing you more than you think

Manual Processing

Can't scale

Staff time consumed by reading, re-keying and chasing documents.

Frustrated citizens

Slow turnaround and manual decisions create poor experiences.

Amplified risk

Data entry errors, missed fields, compliance failures at scale.

Not cost effective or scalable

VS

Build your own with LLMs

Hidden costs

AI specialists, model tuning, and IT investment before day one.

You own every risk

Governance, compliance, security, and technical debt — all yours.

Talent dependency

Scarce, expensive AI talent. Attrition leaves solutions unmaintained.

Simple to demo, hard to maintain

**Turn document chaos into structured
data safely, at speed and scale**



UiPath IXP

**Turn document chaos into structured
data safely, at speed and scale**

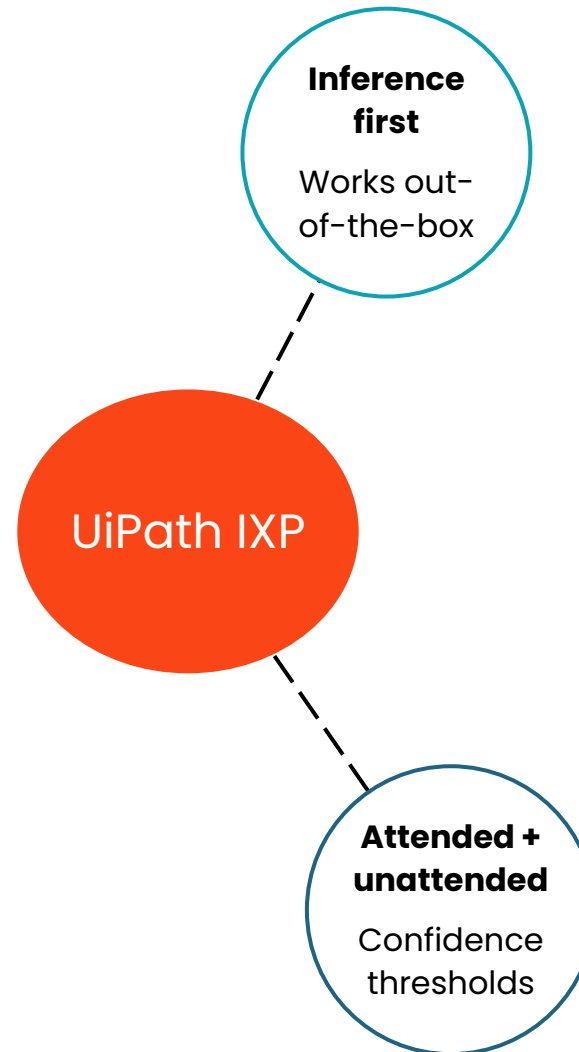
UiPath IXP

The diagram consists of two circles connected by a horizontal dashed line. The left circle is solid orange and contains the text 'UiPath IXP' in white. The right circle is white with a thin blue border and contains the text 'Attended + unattended' and 'Confidence thresholds' in black. The dashed line connects the right edge of the orange circle to the left edge of the white circle.

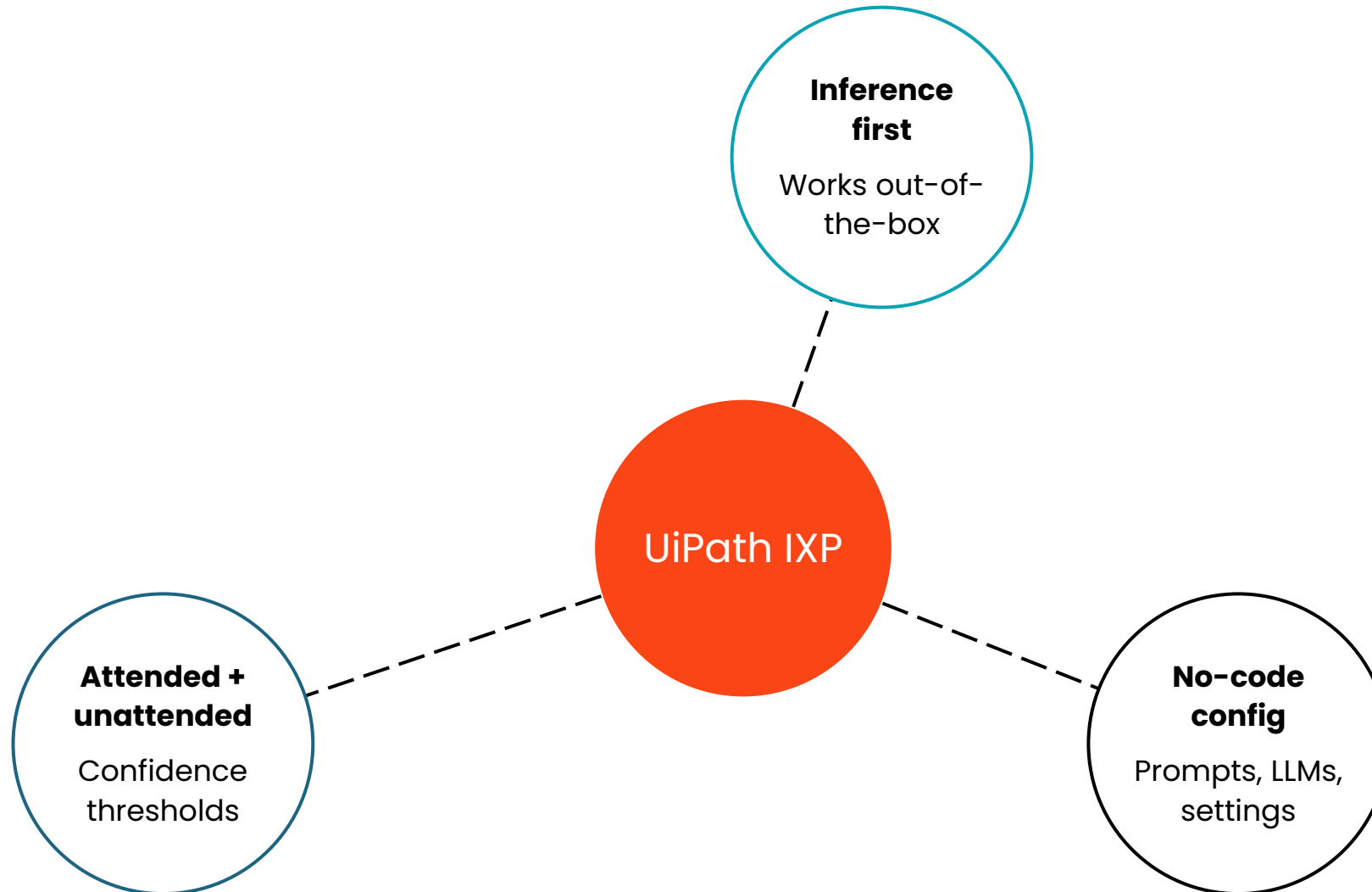
**Attended +
unattended**

Confidence
thresholds

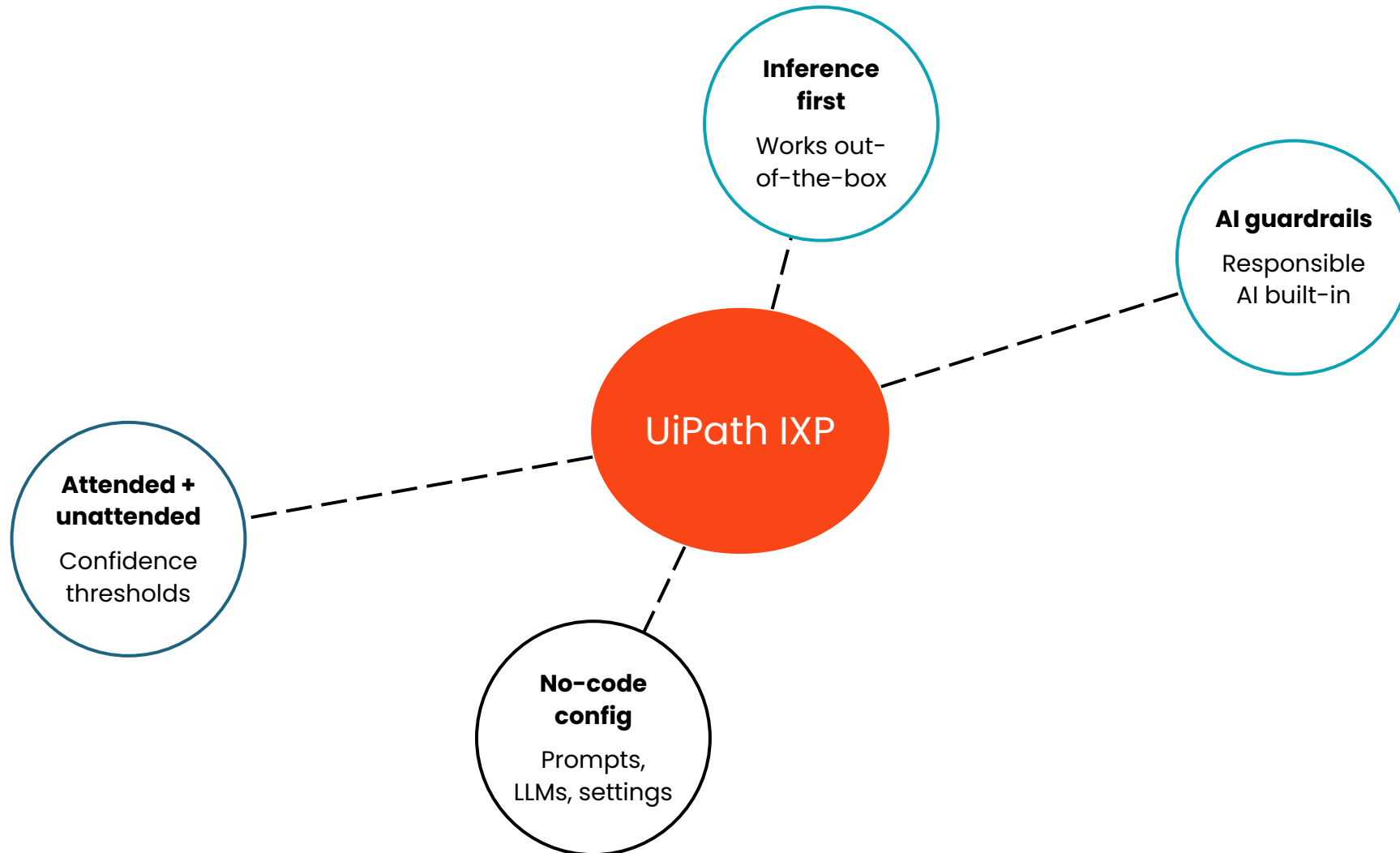
Turn document chaos into structured data safely, at speed and scale



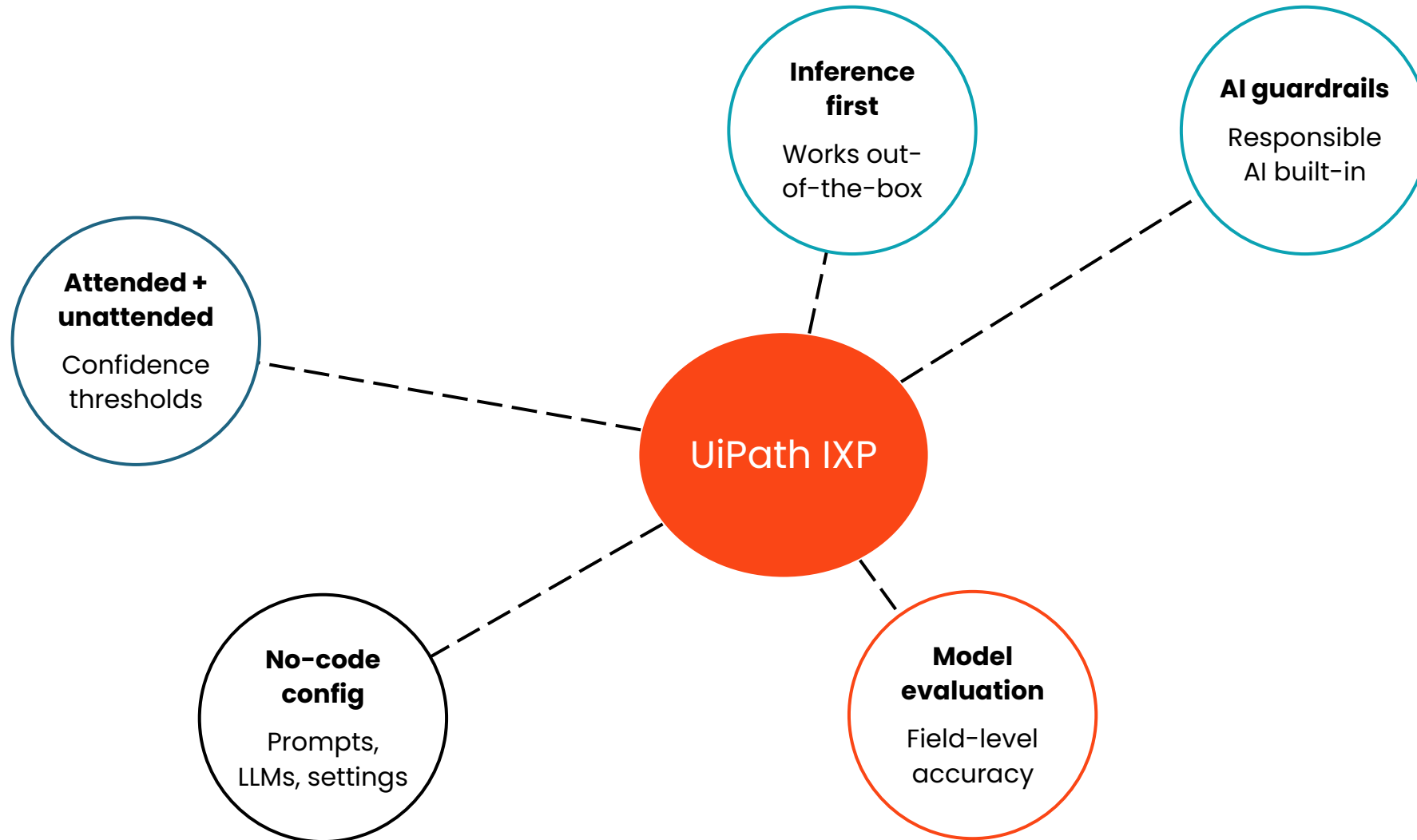
Turn document chaos into structured data safely, at speed and scale



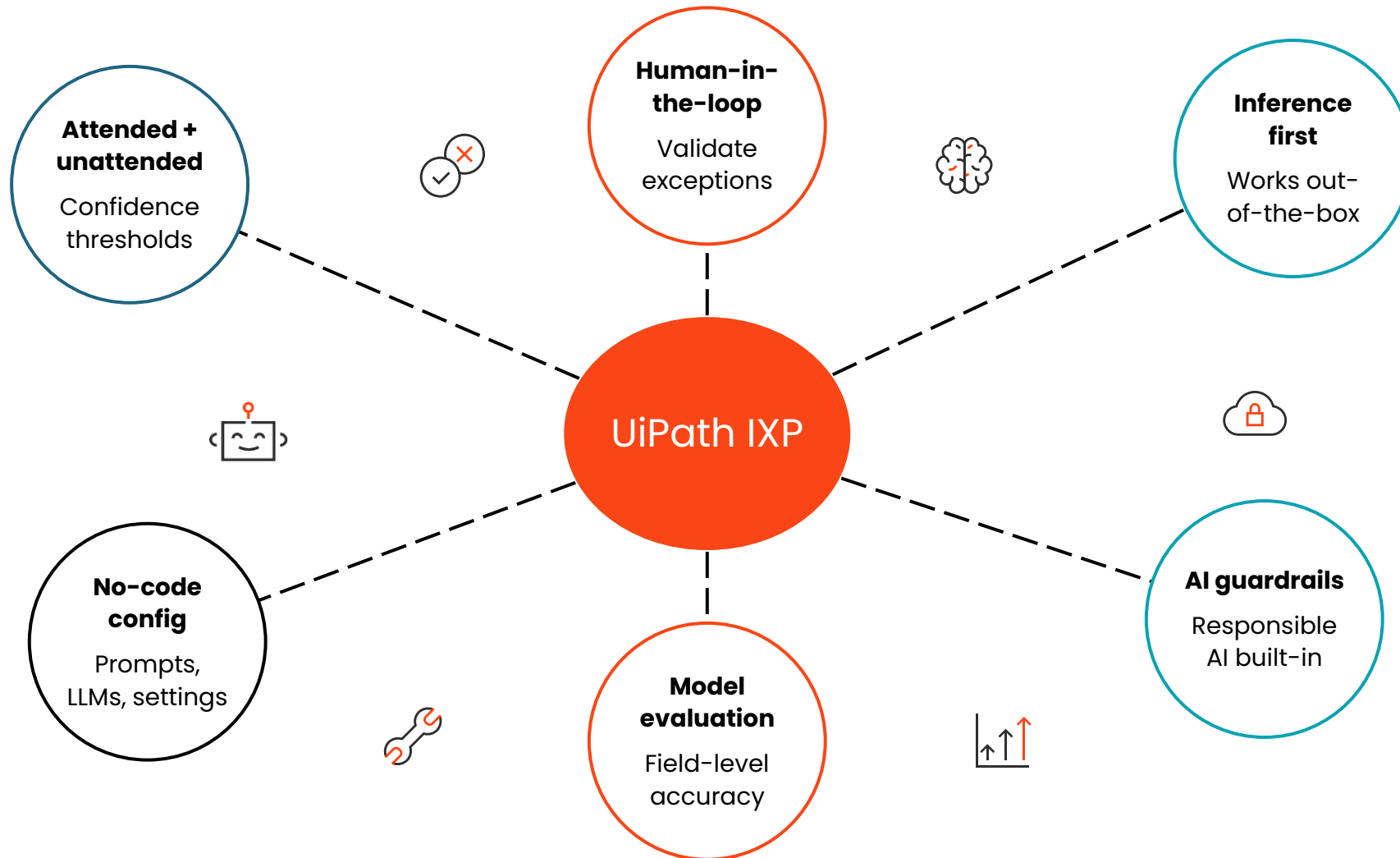
Turn document chaos into structured data safely, at speed and scale



Turn document chaos into structured data safely, at speed and scale



Turn document chaos into structured data safely, at speed and scale



How IXP works

1

Receive

Upload documents and connect communication channels



- ✓ Multiple languages
- ✓ Various formats
- ✓ Handwriting
- ✓ Signatures
- ✓ Skewed & low-quality scans
- ✓ Checkboxes
- ✓ Tables
- ✓ Long documents (100+ pages)

2

Understand & extract

Extract the information you need from communications and documents



Extract key intent, sentiment and context data from messages and communications



Extract relevant data from high complexity, varied unstructured documents



Extract relevant data from structured and semi-structured documents

3

Act

Validate extractions if required, initiate automation and downstream processing



Human in the loop

Validate extraction results if required or in case of inaccuracies and exceptions



UiPath Platform

Route extracted data to downstream systems for further processing

Keeping Humans in Control



Triggers

- Confidence score-based triggers
- Rule-based triggers

Expected Format Not Found	Required Fields Missing
Mathematical Checks Not Passed	Classification Confidence < Threshold
Cross-Reference with Source of Truth Failed	Field Confidence < Threshold

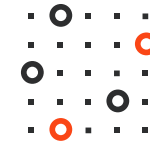
How will Agents & IDP work together?

We are in the agentic era, where AI agents, automation, and people combine to perform more complex autonomous business workflows



Agent receiving IDP model output as an input

Documents/messages are processed using IDP and these outputs are sent to an Agent as inputs to execute some agentic reasoning/logic



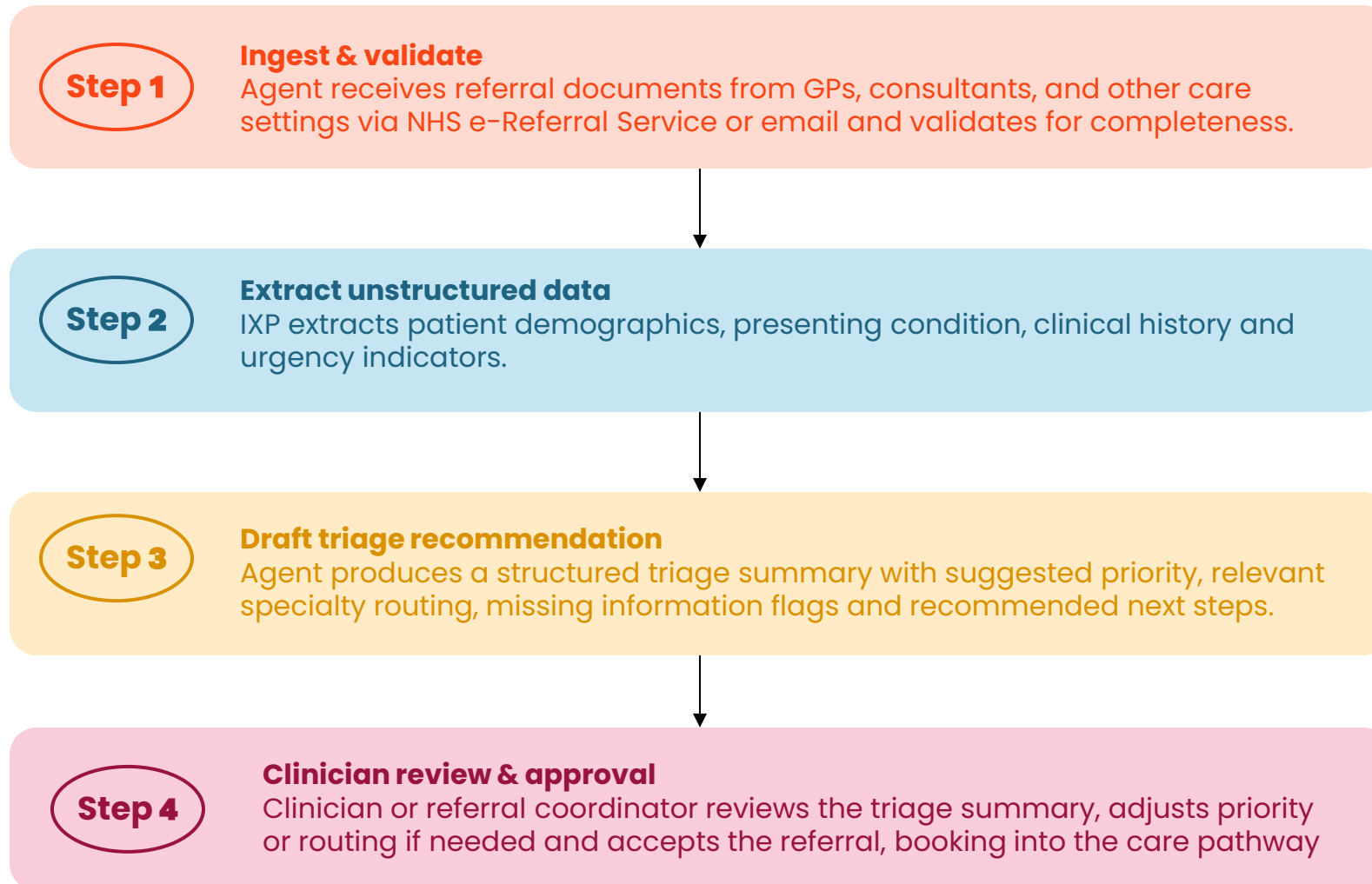
Agent selecting to use an IDP model for a task

Agent has access to IDP models as tools to process documents/messages as part of the agent run

Where IXP and Agents are already making a difference



Referrals





Demo #1

Referrals

Menu

referral_cardiology_patel.pdf

referral_neurology_thornton.pdf

nhs_referral_dummy.pdf

+ Create

All tools

Export a PDF

Edit a PDF

Create a PDF

Combine files

Organize pages

AI Assistant

Generative summary

Request e-signatures

Scan & OCR

Protect a PDF

Redact a PDF

Compress a PDF

Prepare a form

View more

Get Adobe Express for free

Easily create, edit and organize PDFs that stand out with unique text effects, fonts, images, graphic elements and more.

Try now

PATIENT DETAILS

Surname: PatelGP Name: Dr. S. Mehta

First Name: PriyaPractice: The Elms Medical Centre

Date of Birth: 14 / 03 / 1978Tel: 020 8764 3310

NHS Number: 483 271 4490Date of Referral: 07 / 06 / 2026

Address: 22 Mulberry Close, Harrow, HA1 3QTRef. No.: EUM-2026-0847

REFERRAL DETAILS

Referral to Specialty / Department: Ophthalmology - Macular ClinicPriority: ☐ Routine ☒ Urgent ☐ 2W

CLINICAL HISTORY / REASON FOR REFERRAL

Pt presents w/ gradual vision R eye x 6/52. Worsening over last few wks.
? early ARMD vs diabetic maculopathy. BG reasonably controlled (HbA1c 58)
last check Dec 25 - overdue review!!
VA: R 6/18 L 6/9 - both uncorrected
IOP: R 16 L 14 (NAD)
FH: mother had ARMD dx age 72
Non-smoker. Metformin 500mg BD, Ramipril 5mg OD, Acorvastatin 20mg ON ~~Ramipril 10mg~~ 5mg
Fundoscopy: drusen visible R>L, no clear NVD/NVE but limited view
urgent opinion appreciated re: need for OCT / FFA + possible treatment

RELEVANT INVESTIGATIONS (attach copies where available)

HbA1c: 58 mmol/mol (Jan 26)Cholesterol: 4.8 (Jan 26)
BP: 138/84 (today)Creatinine: 82 mol/L (Mar 26)
Retinal photo: attached - see annotation overleaf* photos may be blurry - old camera!
Urine dip: neg (today)

CURRENT MEDICATION / ALLERGIES

Metformin 500mg BD
Ramipril 5mg OD
Acorvastatin 20mg ON
Aspirin 75mg OD
Latanoprost 0.005% eye drops OD (L eye - trial)

ALLERGIES / ADRS:

Penicillin - rash
Sulfonamides - ?
(unconfirmed - pt unsure)

SOCIAL HISTORY / OTHER RELEVANT INFO

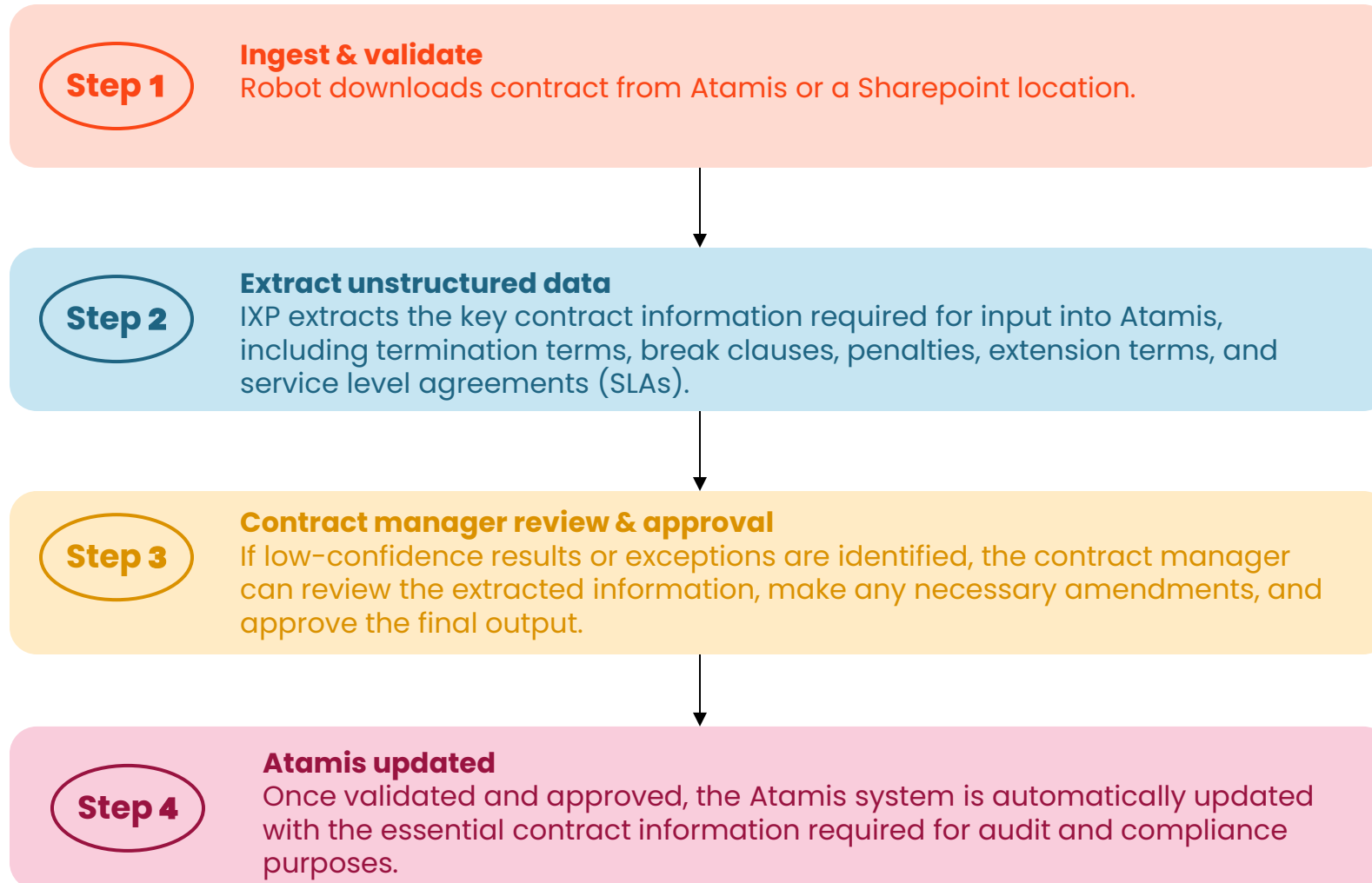
Long-term: Retired teacher. Driver - very anxious re: license implications.
Interpreter not req'd. English first language.
Happy to be seen at Charing X or St Mary's - transport difficult otherwise.

13°C Heavy t-storms

Search

11:00 11/06/2026

Where IXP and RPA are already making a difference





Demo #2

Contract Management

Overview - Action Center

Action #2696865 - Action Center

UI Path testing for Steve Baldwin

staging.uipath.com/acorg/demo/actions/_tasks/2696865

My AppsUiPath Employee Ac...UiPath Help Center...Citi Commercial Car...Workday portalForma BenefitsSales Engineering U...Home | Highspot

UiPath ActionsOverviewInboxAdmin Settings

Tenant: demo

My Actions

Search...

Filter (1) Clear all

Time: Last week

Pending

Unassigned

Completed

Contract Extract - 1416 Optimi...
Medium #2696865
default_du_actions
No Labels Added
1 minute ago

End of List.

Confidence OCR Extraction

Not extracted

Extendable

0% Yes

KPI_PL4ResolutionTime Validated

100% As agreed

As agreed

KPI_InitialResponseTime

Not extracted

KPI_GeneralSupport

Not extracted

ExtentionTerms

ENG Discard Save Submit

Contract Extract - 1416 Optimi... Pending

Insert details of any specific KPI's applicable to the Supplier here.]

5 / 87

(4.2) Service Levels and Service Credits

When providing the Goods and/or Services, the Supplier shall as a minimum ensure that it achieves the following service levels:

Priority	Response time	Resolution time	Examples
1	1 hour	As agreed	Unavailability of the system, or a major function of the system, causing significant business impact; correction of clinically important errors in the switch suggestion/message profile (e.g. by switching off the suggestion/message in question)
2	2 hours	As agreed	Unavailability of the system, or a major function of the system, causing limited business impact
3	4 hours	As agreed	Problems causing inconvenience, minor disruption or restricting performance
4	8 hours	As agreed	Requests to add a new switch suggestion or new message to the Contracting Authority's profile
5	8 hours	As agreed	Non-urgent problems causing slight irritation where work-rounds are available; general enquiries for information

If the level of performance of the Supplier during the Contract Period:

(i) fails to achieve a Service Level in respect of each element of the Service, then the Customer shall be entitled to deduct the Service Credits from the Contract Price; and/or

(ii) constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract.

5. PRICE AND PAYMENT

(5.1) Contract Price payable by the Customer in accordance with the commercial s... the framework agreement (including applicable discount but excluding VAT), pay... method of payment (e.g. Government Procurement Card (GPC) or BACS))

Type here to search

Result

12:14 23/05/2024

Questions?

Let's talk about how UiPath IXP can work for your organisation.