

Case Study: Georgia Department of Audits and Accounts (DOAA)

Accelerating Audit Innovation through RPA & Data Analytics

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Case Studies Series

Synaptein Solutions

Client Overview

The **Georgia Department of Audits and Accounts (DOAA)** is the state's independent audit authority, responsible for conducting financial and performance audits to safeguard public funds. To uphold its mission of **high-quality audits in the Transformative Age**, DOAA sought to innovate with data-driven audit processes and intelligent automation.

Business Challenge

DOAA faced the dual challenge of:

- **Modernizing audit practices** to handle large, complex datasets with speed and accuracy.
- **Automating manual, administrative tasks** to free auditors for higher-value analysis.
- **Supporting remote operations** and collaboration during and after the COVID-19 pandemic.

The agency wanted to adopt **Robotic Process Automation (RPA)** and **data analytics** as core enablers to:

- Analyze **entire populations of financial data** instead of samples.
 - Identify trends, anomalies, and risk areas with precision.
 - Automate repetitive audit processes to improve **efficiency and audit quality**.
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Solution Approach

Synaptein, in partnership with DOAA, delivered a **technology-enabled audit innovation program** built around:

1. Comprehensive Data Analytics Platform

- Designed queries, scripts, and audit use cases across end-to-end business cycles.

- Conducted BI platform assessment and delivered modern dashboards and visualizations.

2. Robotic Process Automation (RPA) Enablement

- Implemented the **Blue Prism RPA Operating Model**.
- Deployed the **Process Discovery Tool** to capture and prioritize automation candidates.
- Developed and implemented automations using **digital workers** to handle data intake, validation, and audit documentation processes.

3. Change Management & Training

- Conducted workshops, communications, and hands-on training to drive adoption of analytics and RPA across audit teams.

4. Governance & Project Management

- Embedded DOAA's IT and business leads into a governance structure.
- Provided transparent project oversight with milestone-based deliverables.

Outcomes & Impact

The engagement delivered measurable improvements in DOAA's audit function:

- **30-40% efficiency gains** by automating repetitive, time-consuming audit preparation tasks.
 - Enabled auditors to **analyze full populations of data**, improving accuracy and risk coverage.
 - **Reduced cycle time** for producing financial audit reports.
 - Established a **scalable automation pipeline** with prioritized use cases for ongoing adoption.
 - Enhanced **remote collaboration** and productivity in a post-COVID audit environment.
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Lessons Learned

- **Change management is critical** — early auditor buy-in ensured smooth adoption.
 - A **phased RPA operating model** (discovery → pilot → scale) proved effective in a government audit setting.
 - Embedding **BI dashboards with RPA outputs** improved audit insights and stakeholder communication.
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Technologies Used

- **Blue Prism** – RPA platform
 - **Blue Prism Process Discovery Tool**
 - **Business Intelligence (BI) and Data Visualization tools**
 - Microsoft O365 (Teams, SharePoint, OneDrive) for collaboration and knowledge sharing
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Why Synaptein

Synaptein's **deep expertise in RPA, audit analytics, and government modernization** enabled DOAA to launch a **first-of-its-kind audit automation initiative**. Our approach combined **technical excellence, governance, and change management** to deliver lasting value for the state of Georgia.