

Robotic Process Automation(RPA) Solutions transforming conventional HR Onboarding Processes

Digital
Services

Success Story

Client

The client is a fast-growing Digital and Integrated QA Services company focused on modern technology like IoT, Analytics and Data among others. The size of the company is over 1000 and growing at a progressive rate with the evolving technology/skill needs.

The hiring requirements and onboarding transactions, as a result, were on a surge. The HR Employee Engagement was a team of 3, handling manual day to day onboarding activities.

Status Quo

The end to end process is a series of repetitive tasks: gather employee personal details, a checklist of documents to be verified (identity, academic, employment, bank accounts, BGV forms.), offer details and other employee engagement related information.

The HR onboarding process was a manual set of operations with an average of 40 employee onboardings a month. For every employee onboarded, there are at least 30-40 mandatory records of data to be populated from the various forms, emails, management approvals and HR Hiring registers. The Employee Engagement team was also on a painstaking task of continuous follow ups to keep the information complete and up to date. The time taken to consolidate and organize the information per employee, is at least 2 hours, followed by manual entries into HR SAP system.

Business Requirements

The client required an automation solution that can seamlessly

- Follow defined procedures in onboarding.
- Reduce the turnaround time in creating and maintaining employee records.
- Handle data from standard forms and email communications between Managers, Hiring and Onboarding teams.

- Ensure zero human entry errors into the SAP database.
- HR Employee Engagement team to focus on employee centric initiatives.

The client pursued a technology competent solution and opened the business case for Due Diligence with Indium Software.

Indium Software's Solution: RPA Enablement & Implementation

Indium Software proposed the adoption of RPA solutions to streamline the HR onboarding process with a promise of over 90% automation. The solution was focused on using bots for automating manual and repetitive tasks for HR routine.

Due Diligence: Standardizing Unsystematic Forms

The existing HR Process and various functional touch points were detailed and documented. A solid use case for RPA and its ROI are evaluated.

Business

RPA Due Diligence & Implementation

Domain

IT Services - HR

Tools

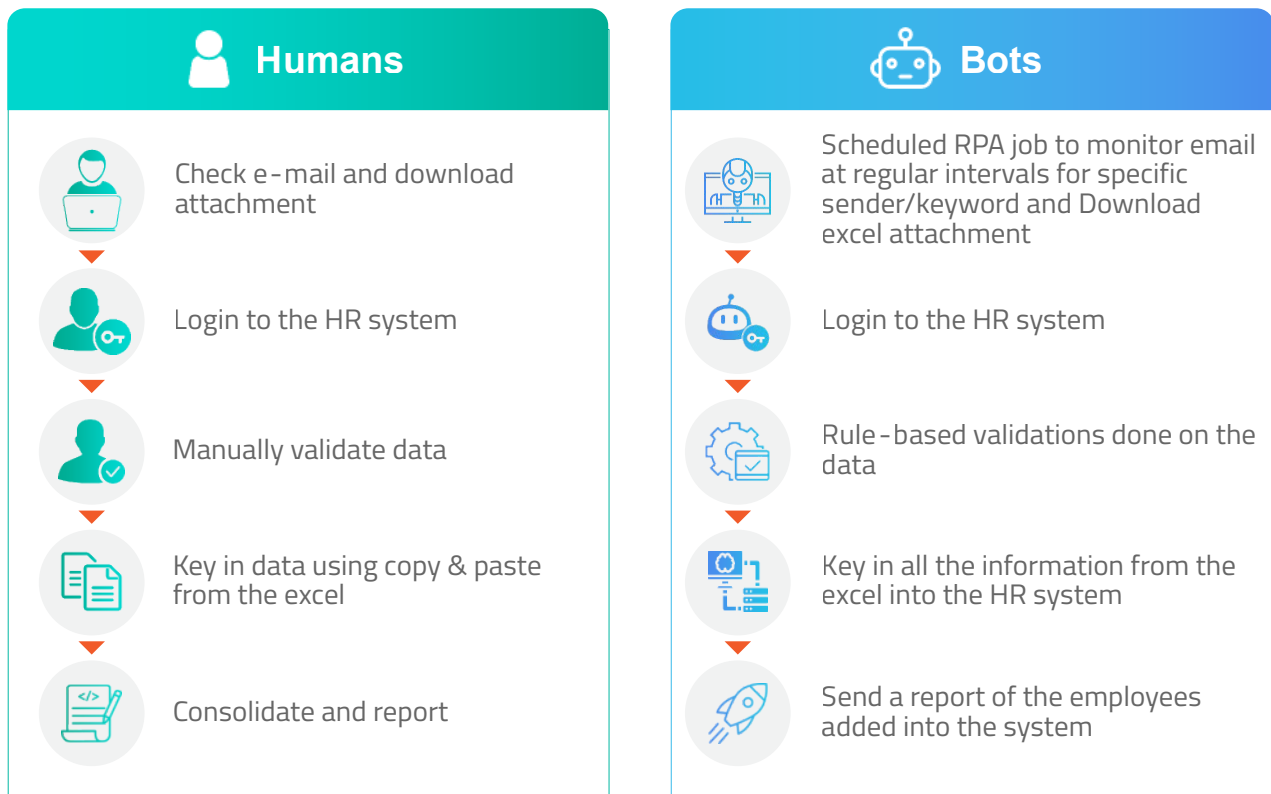
Leading industry RPA Tool, Azure OCR

Key Highlights

RPA Implementation for End to End Automation of HR Onboarding and enabled HR function's capability to focus on human centric onboarding experiences

- Identified the best process entries in collaboration with HR Stakeholders.
- Listed rules, workflow, operating procedures and exceptions for the process.
- Defined onboarding Process Compliance checklist.
- Proposed best RPA platform fit.
- Created a detailed Roadmap / Solution plan.

Automation Use Case Illustration for RPA Implementation



RPA Implementation: Transforming the templated onboarding process

Indium Software leveraged industry leading RPA Tool, to configure the workflow and trigger unattended automation of the end to end process. The bots are capable of sending the onboarding documents to the employee, navigate the requirement systems and the appropriate fields for consolidating 360-degree information required for the HR system.

Solution highlights-

- The RPA solution can run the set of steps and rules with least human intervention.
- The transactions/data handled can be in huge volumes and in a continuous flux.
- Data can be entered into multiple systems at nimble speeds.

The average handling time of the simple workflow has shown significant advantage in turn around times and 100% accuracy.

**Manual Process:
Average Handling Time**

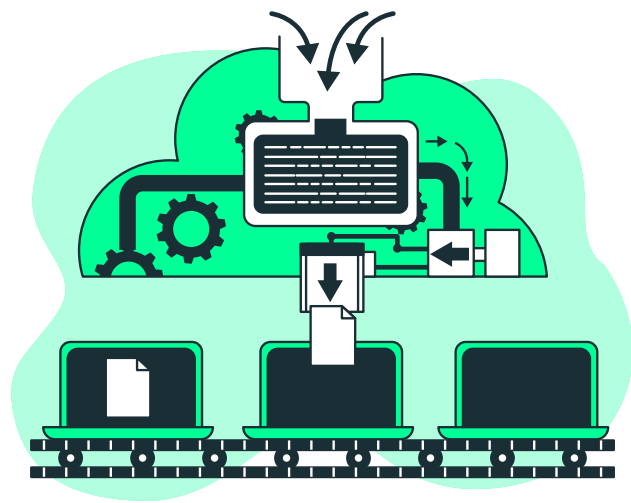
**Employee
Onboarding Activities**

**RPA Solution Bots:
Average Handling Time**

Manual Process: Average Handling Time	Employee Onboarding Activities	RPA Solution Bots: Average Handling Time
120 min	Employee Information Gathering	30 min
20 min	Employee Record Creation (From Various Sources)	5 min
15 min	Email Triggers for Missing Information (Rules)	2 min
20 min	Employee Onboarding (HR System)	5 min
20 min	Email Triggers to IT & Accounts	3 min

Business Impact

- The approach to adopt RPA solution led to high process standardization by defining the rule set and exceptions throughout the HR Workflow.
- Indium Software delivered an integrated solution that made employee information organization an effortless job. The HR team were relieved of the mundane tasks and turned focus on Employee Induction, Training and Engagement Activities.
- Indium Software also conducted a digital transformation analysis for the HR business unit and shared a propensity mapping for potential automation use cases.





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