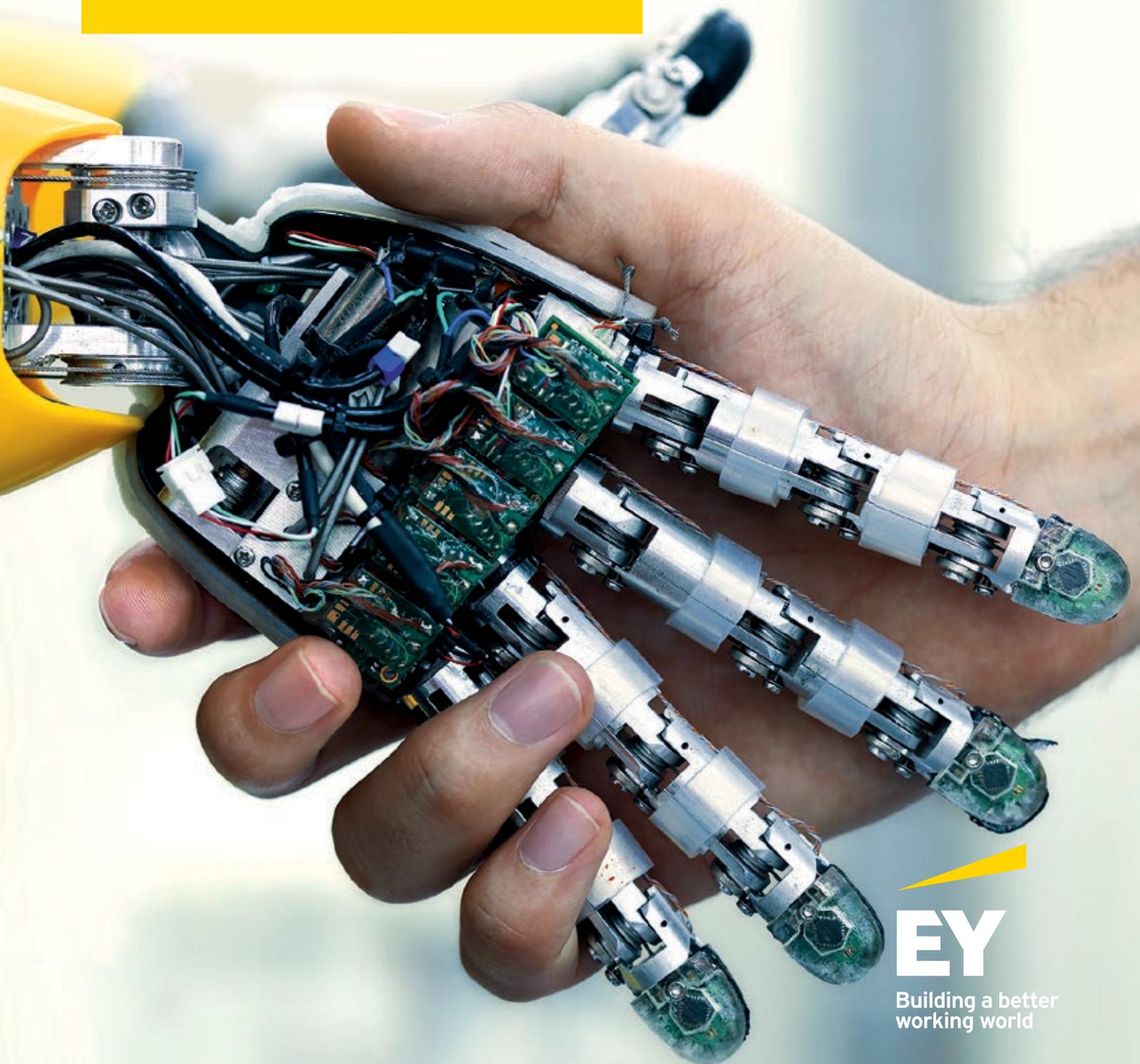


# Robotic Process Automation for HR & Payroll



# What is Robotic Process Automation?

Robotic Process Automation (RPA) is a solution in which a 'robot' can take over standard and repetitive activities that are currently carried out by humans. RPA is not a physical machine. It is software which acts as a virtual (co-) worker in the support of processes. The robot software assists with basic tasks and as such reduces the time and cost spent on processes.

## Typical HR and Payroll operational challenges RPA can support

- ▶ Extensive multi-step processes that depend on multiple systems (e.g. onboarding)
- ▶ Labor intensive repeatable rule based processes (e.g. payroll)
- ▶ Constantly facing data processing errors and data compliancy issues (e.g. differences in HR and Payroll data)

## An RPA robot is



**Software which does not replace existing HR or Payroll software**



**A program that can take over tasks carried out by humans**

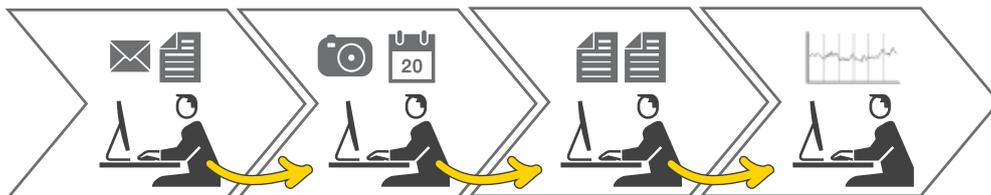


**Very useful in supporting data driven processes**

The big advantage of RPA is that robots are able to use the existing systems and processes. Therefore no significant investment in the replacement of HR or Payroll systems is needed. Robots are particularly helpful in processes that require a lot of data processing. Typical tasks for robots include: collecting data from XLS files or systems, running reports, copying data, checking data for completeness, reading, processing and submitting e-mails, entering data in HR or Payroll systems and pre-populating forms.

## How RPA can support in processes

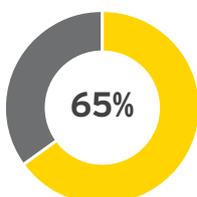
**Current process:** Humans work on interpretation and decision making, but also on tasks related to collecting, copying, checking of data files et cetera.



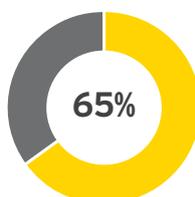
**Future process:** Humans and robots work together. Robots take care of repetitive data related tasks. Humans are involved in more complex tasks such as interpretation and decision making.



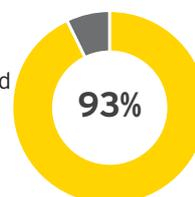
## Benefits



of cost savings compared to an offshore based FTE in a Shared Service Center



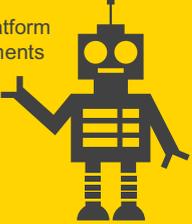
of HR rules-based processes can be automated



of HR employees' time is spent on repetitive tasks

## What are the overall benefits of RPA?

The key benefit of RPA is that it is a non-invasive technology which leads to considerable saving potentials.

<h3>Low Risk Non-invasive technology</h3> <p>RPA can be overlaid on existing systems, allowing creation of a platform compatible with ongoing developments in sophisticated algorithms and machine-learning tools.</p> 	<h3>Accuracy</h3> <p>The right result, decision or calculation the first time</p> 	<h3>Consistency</h3> <p>Identical processes and tasks, eliminating output variations</p> 	<h3>Saving potentials</h3> <p><b>20-35%</b></p>	
	<h3>Audit trail</h3> <p>Fully maintained logs essential for compliance</p> 	<h3>Productivity</h3> <p>Freed up human resources for higher value-added tasks</p> 	<h3>Cross-industry</h3> <p>RPA can be used across industries since it follows procedures in use.</p> 	
<h3>Reliability</h3> <p>No sick days, services are provided 365 days a year</p> 	<h3>Right shoring</h3> <p>Geographical independence without business case impact</p> 	<h3>Retention</h3> <p>Shifts towards more stimulating tasks</p> 	<h3>Scalability</h3> <p>Instant ramp up and down to match demand peaks and troughs</p> 	<h3>Duration</h3> <p>RPA projects run 9 to 12 months with a return of investment below 1 year.</p> 

## Examples of Quick Wins with RPA

Data management	Onboarding/offboarding	Applicant sourcing
<ul style="list-style-type: none"> <li>▶ Automated management of business and people requests</li> <li>▶ Remove process delays</li> <li>▶ Data cleansing activities to ensure consistency across multiple systems in various formats</li> </ul>	<ul style="list-style-type: none"> <li>▶ Assess, prepare and create new joiner data</li> <li>▶ Streamline information across disparate corporate systems for preparation on Day 1</li> <li>▶ Consolidate leaver input from business areas and feed to downstream systems</li> </ul>	<ul style="list-style-type: none"> <li>▶ Processing candidate notifications for interviews, rejection and feedback</li> <li>▶ Candidate reviews - screening of CV's and online application forms</li> </ul>

<h3>Time and Cost Savings</h3>  <ul style="list-style-type: none"> <li>▶ Time to process (on average): from 2 hours to 3 minutes once completed forms received</li> </ul>  <ul style="list-style-type: none"> <li>▶ Cost to process (on average): a 50% to 70% cost reduction</li> </ul>	<h3>Other Benefits</h3>  <ul style="list-style-type: none"> <li>▶ More flexible workforce resulting in happier and more productive employees</li> <li>▶ Increased focus on value adding activities</li> </ul>
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## How can EY help you?

Introduction of robotics comes with challenges as well. What will the impact of robotics be on your workforce, your HR or Payroll operating model and the underlying governance structure? EY People Advisory Services can support you with addressing these challenges, but also with the successful implementation of RPA in your organization.

Our professionals have a unique mix of IT expertise, in-depth knowledge of HR and Payroll processes, and extensive knowledge on how to involve and enable your employees along the RPA journey. Through this unique blend we will ensure that the robots will be configured to support the business, but more importantly, ensure that the people in your business are ready for the use of robots.



### Include your people across RPA journey

Enable people to accomplish more with the technology through project management, change management, talent management and performance management

RPA Readiness and opportunity assessment	Proof of Concept	Making the Business Case	Vendor Selection and Pilot Development	Preparing you to run your new 'Robotics Shop'
Identify if and where RPA can add the most value to you	Experience the future potential for yourself	Through a current cost assessment and future savings analysis	Vendor neutral assessment and implement quick win opportunities	Developing additional skills around maintenance, support, testing and quality assurance

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