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.

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

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)

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**

- 65% of cost savings compared to an offshore based FTE in a Shared Service Center
- 65% of HR rules-based processes can be automated
- 93% 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.

Examples of Quick Wins with RPA

**Data management**
- Automated management of business and people requests
- Remove process delays
- Data cleansing activities to ensure consistency across multiple systems in various formats

**Onboarding/offboarding**
- Assess, prepare and create new joiner data
- Streamline information across disparate corporate systems for preparation on Day 1
- Consolidate leaver input from business areas and feed to downstream systems

**Applicant sourcing**
- Processing candidate notifications for interviews, rejection and feedback
- Candidate reviews – screening of CV’s and online application forms

**Time and Cost Savings**
- Time to process (on average): from 2 hours to 3 minutes once completed forms received
- Cost to process (on average): a 50% to 70% cost reduction

**Other Benefits**
- More flexible workforce resulting in happier and more productive employees
- Increased focus on value adding activities
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

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

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