

Robotic process automation for human resources



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Building a better
working world



What is robotic process automation?

Robotic process automation (RPA) is the application of technology that allows organisations to configure computer software to: capture and interpret existing applications for processing a transaction, manipulate data, trigger responses and communicate with other systems.

Why is RPA relevant?

Typical challenges faced by businesses

- ▶ Labour intensive processes
- ▶ Dependency on multiple systems
- ▶ Processing errors
- ▶ Expensive human resource
- ▶ Regulatory pressure

What is a robot in this context?

Whilst the term robot might bring to mind humanoids occupying your office space, more recently it has come to mean software 'bots' to enhance the productivity of your workforce. RPA takes a very different approach by incorporating:



Configurable software



Programmes that relieve workforce from repetitive activities



Sophisticated macros that can work in conjunction with other systems or software (complemented by Artificial Intelligence where relevant)



Typical HR savings and processes for RPA

50%-65%
Time reduction

45%-55%
Cost reduction

30%-40%
Process efficiency

Data consolidation:

- ▶ Recovery of data from various HR and IT sources, data consolidation and cleansing, analysis and enhancing business intelligence

On/off-boarding:

- ▶ Assessing, preparing and creating new joiner or leaver data
- ▶ Streamlining information across disparate corporate systems

Applicant sourcing:

- ▶ Supporting candidate management processes such as communicating assessment instructions, screening and shortlisting

How EY can help?

● Process optimisation for future state

Identify where RPA can add maximum value

● Proof of value

Implement a proof of concept to experience the future potential

● Building the business case

Through a personalised current cost assessment and future savings analysis

● Vendor selection and pilot development

Vendor neutral assessment and quick win opportunities implemented

● Project engagement support

Project and change management to accelerate buy-in

● Preparing you to establish your Centre of Excellence (CoE)

Developing additional skills around maintenance, support, testing and quality assurance

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