RPA USE CASES

HUMAN RESOURCES
A company is only as good as its employees. It is people who carry out the important work activities that enable companies to offer a unique set of goods or services to their customers. HR managers have the important job of supporting people so that they can effectively perform these activities. But given the staggering amount of data gathering, checking, updating, validating, form filling, and request processing that HR manages, many departments find it difficult to focus on anything other than administrative tasks.

High-performing HR departments are turning to technology to solve these issues. By allowing RPA to perform highly repetitive, mundane tasks, HR is able to focus on its strategic, value-added work. RPA also enables HR to better manage the hoard of administrative tasks along the hire-to-retire (H2R) lifecycle.
CURRENT SITUATION

LABOR-INTENSIVE, REPETITIVE PROCESSES
Many tasks along the hire-to-retire (H2R) lifecycle are repetitive, time-consuming, and still heavily reliant on manual labor. Performing these tasks manually is costly and inefficient, and it can often lead to high error rates or even compromise compliance levels.

RISK OF INACCURACY
Credibility is paramount to HR, yet most of the related work is carried out manually – increasing the risk of data-processing errors and data-compliance issues due to poor master data management (MDM). All this can lead to costly errors and even legal actions.

DEPENDENCY ON MULTIPLE SYSTEMS
Various tasks along the H2R lifecycle are complex, multi-step processes that depend on numerous disparate platforms that store data in many different places and do not communicate with one another. Managers often struggle to get their hands on comprehensive, timely information – forcing them to risk making decisions based on inaccurate insights.

DISCONNECTED “ISLANDS”
It is common for H2R processes such as payroll, user accounts, and staff identification to span multiple teams or departments within an organization, or even to include third-party providers. This can result in islands of disconnected tasks and data, which are associated with ineffective handoffs and may suffer from a lack of communication.
KRYON RPA

DELIVERING VALUE ACROSS THE H2R LIFECYCLE

OPTIMIZE HR PROCESSES
Kryon’s RPA solution optimizes processes in the most resource- and cost-effective way – without costly integrations that would involve large teams, disruptions, and months-long waits. Instead, Kryon H2R automation can result in higher ROI in just a few months and savings potential of 50%.

CONSISTENCY AND ACCURACY
Constant changes in government regulations have a major impact on HR processes and activities, especially in companies operating across states and countries. Kryon RPA offers a streamlined way to ensure adherence to legal and company-wide requirements, proper execution of processes, and elimination of human error.

FOCUS ON STRATEGIC HR TASKS
Relieved of burdensome, repetitive tasks, an HR department can focus time and resources on strategic tasks like proactive hiring, supporting transformations, introduction of career development programs, and scouting for the latest training material – so that the top talent is always on top of their game and fulfilled in their work.

SEAMLESS INTEGRATION
Kryon’s RPA solution is quick and easy to implement, allowing even complex processes to be automated in a precise and controlled manner. And Kryon robots are platform-agnostic – capable of interacting with any existing system and application at the user layer. As a result, no complex integrations or heavy IT resources are needed to benefit from automation.

Dramatic Savings in Workhours
Faster Service Delivery
Optimized HR Processes
Prevention of Human Error

HUMAN RESOURCES
USE CASE 01
RESUME SCREENING AND CANDIDATE SHORTLISTING:
*Identify the perfect match from a large applicant pool with a click of a button*

THE CHALLENGE

The screening process of resumes and online application forms to identify the right candidates and generate a shortlist of those to invite for an interview can easily become a very time-consuming process. In fact, one single hire is estimated to take a total of almost three working days of a recruiter's time on average.

THE SOLUTION

Kryon RPA can be implemented to gather and screen resumes and online application forms, do thorough background verification checks, and compare the information against all relevant job requisitions. With this, the best candidates can be shortlisted, and notifications for interviews, feedback, or rejections can be generated based upon predefined rules – with only a click of a button.

- Save recruiters time and effort by automating screening, qualification, and verification tasks.
- Improve quality of hire as the perfect match gets promptly engaged – before the competition gets a hold of them.
- Allow recruiters to spend their time on proactive strategic hiring, meeting the right candidates in person, and better closing the loop with hiring managers.
THE CHALLENGE

Creating, sending, and monitoring the return of specific documents for new joiner candidates has multiple dimensions, as the content of the offer letter not only has to please the desired top candidate, but also needs to comply with local and company regulations. Manually checking all the data against diverse databases and regulations can be time-consuming and prone to human error.

THE SOLUTION

Kryon RPA can be implemented to conveniently craft offer letters for your new employees that are both tailor-made and accurate. While creating an offer letter, a robot can automatically perform cross-checks with diverse related rules and regulations stored in different systems and databases, both inside and outside the organization.

- Save recruiters time and effort by automating screening, qualification, and verification tasks.
- Achieve error-free and fully compliant offer letter management for professional and swift hiring of top talent.
- Allow recruiters to spend their time on proactive strategic hiring, meeting the right candidates in person, and better closing the loop with hiring managers.
**THE CHALLENGE**

Once the new candidate has accepted the job offer, a new user account, an email address, and all the necessary IT equipment must be requested and ordered – not to mention access rights for applications, mailing lists, and systems. And all this has to happen in accordance with the new candidate’s profile, their preferences and – of course – the company rules. Very often, there are many parties and systems involved in this process that need to be orchestrated. Therefore, a 100% well equipped employee on day one is still considered an exception rather than a standard.

**THE SOLUTION**

Kryon RPA can be implemented to automatically trigger a predefined onboarding workflow once the user account is created. Business rules assigned to the user profile guide robots to make decisions, such as which system access permissions to grant. Robots can even send out predefined onboarding documents to the new joiners as a final step of the process.

- Improve time to competence for your new hire by 50-70%, as it is ensured that they are equipped and empowered to get productive from day one.
- Achieve streamlined, orchestrated, and efficient end-to-end processes, with 100% consistent data and a highly reduced error rate.
- Create a professional first impression for the new hire, and generate positive feedback on online assessment platforms.
THE CHALLENGE

No matter if an employee is new to the company or to the role, or if a new application or a new process is being launched – it is important for them to be fully aware and up to date when it comes to executing business processes and tasks in line with company standards. Additionally, in many cases, individual training needs and requirements are identified by chance rather than based upon a structured and ongoing basis.

USE CASE 04

INDUCTION AND TRAINING:

Improved training effectiveness and new system adoption – automatically maintained

THE SOLUTION

Kryon Attended Automation guides employees through specific processes on their desktop computers, improving training effectiveness and new system adoption. An automatic notification of certification requirements can also be scheduled, as individual employee characteristics and certification status are compared with requirements. Even an individual employee’s calendar can be blocked according to their individual training needs and schedule.

“The challenge was to reduce the training period from four weeks to two weeks. That’s a 50% reduction, much more than our initial goal. This translates into huge cost savings of more than 1,000 CSR training days each year!”

– Pelephone Communications

- Dramatically cut the amount of time spent on training and related help desk calls.
- Reduce the average number of data entry errors by an expected 30%.
- Achieve error-free execution of business processes, granting full process compliance.
USE CASE 05

EMPLOYEE DATA MANAGEMENT:
Ensure accurate and complete employee data from day one

THE CHALLENGE

Just think of all the data that HR professionals manage regarding current employees, past employees, applicants, new hires, compliance and regulatory requirements, payroll, and benefits. This amount of HR data can be difficult to track within even small to medium-sized organizations – let alone large companies with multiple offices, languages, laws, and locations. Enterprise HR solutions can help with these issues, but there are many tasks that require manual entry, updating, and maintenance across multiple, disparate database management systems.

THE SOLUTION

Kryon RPA can be implemented to ensure accurate and complete employee data from their very first day – starting by creating an employee record by interacting with the new hire to enter their data accurately and completely. Throughout the H2R lifecycle, these robots can automatically carry out various data cleansing activities to ensure consistency across multiple systems in different formats.

Enjoy significant time savings by automating the reading, copying, and overall synchronization of data between web applications, ERP, and various backend systems.

Achieve better compliance, as data is consistent, complete, and accurate.

Relieve HR employees of burdensome, repetitive tasks, letting them focus on more important projects.
REPORTS AND ANALYSIS OF SURVEYS AND COMPANY REVIEWS:

You simply can’t manage what you don’t measure

THE CHALLENGE

Reporting can become a very time-consuming affair for HR, as employees need the right data in the right format and the right context in order to make smart decisions. It can be especially difficult to collect and organize the relevant data if it is distributed in different systems inside and outside the organization, which often is the case. As a matter of fact, a full-time employee can regularly spend hours crafting and updating dashboards.

THE SOLUTION

Kryon RPA can automatically compile and analyze the necessary data for prescriptive and predictive HR analyses – even beyond the standard HR metrics like the number of FTEs or an average quote of absence. Kryon robots can also automatically screen company reviews and surveys gathered through various internal and external sources.

Enjoy significant time savings, as all relevant data can be collected, prepared, and visualized automatically.

View straightforward data – apples will not be compared to anything besides apples once Kryon robots take over the task.

Automatically get online updates via email, so that no new company review is missed.
THE CHALLENGE

Some employees can get sloppy when it comes to recording absences, vacations, or other information within absence-management systems. Manually reviewing employee time records for accuracy and completion to comply with fair labor standards and overtime regulations on a daily basis is not a viable option on a large scale.

THE SOLUTION

Kryon RPA can automatically validate records – for example, by cross-checking absence reports against time logged in the corporate network. Then, a Kryon robot can automatically alert users when information is missing or inconsistent, or when it is recommended to reallocate resources. This way, disruptions are avoided and the human workforce is managed efficiently.

- Significantly reduce attendance and tardiness issues, as the risk of erroneous or compromised data entries is minimized.
- Enhance overall control and maintain full compliance with legal requirements, as all data is automatically checked for accuracy.
- Reduce costs and expenditures, and enjoy efficient planning and shift-management capabilities.
EXIT MANAGEMENT:

Time to say goodbye – but not to your company data and other company assets

THE CHALLENGE

When an employee exits, it is of highest importance to ensure that this happens in a consistent and considerate manner. Manual processes during the separation phase are error-prone and raise audit flags in many cases.

THE SOLUTION

Kryon RPA can be implemented to ensure a more organized off-boarding and de-provisioning process by automating processes such as generating exit documents, conducting exit surveys, notifying the right people, revoking system access, collecting company assets, and processing final payments.

- Reduce the time spent on exit-management activities by an estimated 50-70%.
- Ensure full compliance with exit-management requirements, as the predefined processes are tracked (audit trail) and accurately conducted.
- Leave a positive last impression – contributing to your brand as an employer.
WHO DECIDES ABOUT RPA?

While each company has a different approach to evaluating RPA and deciding whether or not to purchase it, there are a few types of professionals who are most often involved in the decision-making process. The list of a company’s team members who have a say in the matter may be influenced by the size of the company, the scope of the RPA purchase being considered, and the company’s past experience (or lack thereof) with RPA.

The roles most often involved in deciding whether or not to purchase RPA for a human resources department include:

- Finance team members, especially the CFO and a business process improvement team (if a company has one).
- Operations team members, often including IT, RPA, and robotics professionals.
- The VP of human resources – as well as IT or RPA professionals within the HR department (if there are any).
- In certain cases, the CEO.
ABOUT US

A trailblazer in the world of enterprise automation, Kryon offers today’s only solution integrating business-friendly robotic process automation (RPA) with Process Discovery technology that offers organizations full visibility into all their processes.

Combining a deep understanding of our customers’ needs with cutting-edge technology, Kryon empowers businesses to maximize their ROI through their choice of desktop-based attended automation, virtual-machine-based unattended automation, and a hybrid combination of attended and unattended automation. In a field that often loses sight of the importance of ease of use, Kryon stands out for its uniquely intuitive interface, its one-touch process-recording capability, and its unmatched Kryon Process Discovery™ technology for accelerated deployment and continuous process optimization.

Kryon’s globally recognized, AI-driven platform is used by a wide variety of enterprises worldwide, including AIG, Allianz, AT&T, Ernst & Young, Ferring Pharmaceuticals, HP, Microsoft, Santander Bank, Singtel Optus, Verizon and Wyndham Hotel Group.