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Full-Cycle Automation Accelerates Visma|Raet's Digital Transformation

VISMA | raet

Overview

Visma|Raet is part of Norway-based Visma AS, one of Europe's leading providers of business cloud software solutions. Visma|Raet has decades of experience in **human resources (HR) processes and payroll accounting** and was the first company to develop HR software in the cloud, with a fully integrated range of HR software and services.

Today, Visma|Raet services the private and public sectors, providing customers that range from SMBs to large enterprises with all HR-related software. The company also maintains a business process outsourcing (BPO) operation for payroll and HR services.

Key Benefits

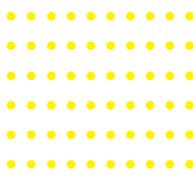Nearly **100 processes automated** across the organization

Several processes developed as **Robotics-as-a-Service** for Visma|Raet's customers

113 processes for automation identified by Kryon Process Discovery™ with potential annual savings of **12,589 hours**

Visma|Raet's subject matter experts **became proficient Citizen Developers**

The Challenge

Visma|Raet began its RPA initiative in 2017, as part of its **digital transformation strategy**. In 2018, the company recognized the importance of empowering citizen developers to automate payroll and personnel administration processes, as well as processes within its **BPO business unit**. They started with obvious candidates for automation – high-volume, repetitive processes. After the initial successes, they needed to decide which processes, out of more than 3,500, to automate. To achieve this, Visma|Raet needed an accessible **process discovery and RPA tool** that did not require employees to have an RPA background or extensive technical expertise. Continuously **enabling employees to upskill** is an important part of the company's ongoing digital transformation. But new tools only add value if employees are able and willing to change and develop. So, selecting an easy-to-use but still technically advanced solution was essential.

A major upgrade of the company's business IT systems stack in 2019 also presented new opportunities for **data analytics and RPA**. Eliminating legacy systems and moving to a modern cloud-based infrastructure facilitated tremendous data setup and data governance improvements. The new infrastructure created possibilities for greater insights and further improvements to efficiencies, processes, and products – and ultimately profitability.

The Solution:
Kryon Full-Cycle Automation

Kryon Full-Cycle Automation, an end-to-end solution that includes automated process discovery, direct deployment to RPA, and analytics in one unified platform met every one of Visma|Raet's goals. The platform's ease of use, speed and full-cycle approach—from discovering and mapping processes through to optimization, development, automation and continual analysis—enabled rapid time to value.

Kryon Process Discovery™

Creating a **pipeline for RPA quickly**, efficiently and objectively was an initial step, and especially useful for the many processes within the company's BPO unit. Identifying the most efficient process variants and establishing that as a best practice allowed for a faster, smoother transition to get robots into production. **'Automating the automation'** via Process Discovery also eliminated the need for trained experts to review processes, allowing swift bot scaling.

Powered by patented AI technology, **Kryon Process Discovery™** worked unobtrusively behind the scenes to automatically identify work processes, visually map the main path and any process variations, evaluate suitability for automation, and generate workflows instantly. Over eight months, the day-to-day activities of **117 employees** were captured and analyzed, and the tool discovered **113 processes** to automate, potentially saving 12,589 hours annually.

Kryon Process Discovery showed the value of moving to a **more mature and robust RPA**, analyzing all-important processes with speed, quality, and precision not possible manually. The discovery tool also provided tremendous insight in the different ways processes are handled and helped Visma|Raet identify process improvements beyond robotization.

> "Kryon Full-Cycle Automation gives us both the structure and the freedom to automate and innovate, easily and quickly. The solution is critical to drive internal efficiency and help us speed and scale the RPA impact. A great bonus is that generic, best practice BPO processes also become available to our software-only customers as Robotics-as-a-Service."
>
> Tom van Dael, Finance & IT Director, Visma|Raet

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The Results

With Kryon Full-Cycle Automation powered by Process Discovery, Visma|Raet has automated **nearly 100 processes across the organization**, including 70+ processes within the Business Processing Outsourcing unit, the first six within the Customer Success unit, and some initial processes within Finance, which recently started with Process Discovery.

In addition, the company implemented several processes as **Robotics-as-a-Service (RaaS)**, essentially providing a new service for their end customers who now get access to production-ready automations. This is a new, 'win-win' business model that leverages the investment in already robotized processes from the BPO unit while also encouraging the latter to create more unified, generic business practices.

Kryon Full-Cycle Automation is allowing Visma|Raet to **align its business units** and meet aggressive efficiency and productivity goals, while building a larger portfolio of RaaS deployments. Through better data and techniques, along with the possibilities brought by AI, the company is looking forward to more customer-facing RPA opportunities.

With Kryon Full-Cycle Automation, Visma|Raet's subject matter experts became **proficient Citizen Developers**, who quickly delivered robotized processes. The solution's ease of use made automation easy, fast and transparent. Citizen Developers can simply record a process, fine tune it with a rich set of advanced commands, test it, and provide the RPA team with a process that needs only slight tweaking before it's up and running in production.

Along with concrete advances in productivity and profitability, employee attitudes toward robotics have shifted from fear of lost jobs to excitement for the next processes to be automated. Workers across departments have seen that increased efficiency brings **freedom to do more** and provides greater benefits to customers, drives customer satisfaction, and helps to power the bottom line.

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Use Cases

Payroll Administration: Automating Data Correction Saves 500 Hours and Prevents Regulatory Fines

As part of the payroll administration process, Visma|Raet's customers feed the necessary data into Visma|Raet's software. Any data errors can result in generating false declarations for the tax authorities. To avoid this, errors must be manually corrected for all employees in all salary runs, which would require 500 hours of manual work by payroll professionals in each of Visma|Raet's customers.

With Kryon's Full-Cycle Automation solution, Visma|Raet automated this process of correcting data errors. It took about 90 hours to deploy the robot—from process definition, configuring and testing to monitoring—resulting in powerful short- and long-term **benefits:**

Significant time savings: **500 hours for each customer**

Superior customer service: **100% correct data** delivered ahead of schedule, exceeding customer expectations and ensuring that employees are paid in a timely fashion

Improved accuracy by eliminating human errors while also avoiding additional correction rounds

Compliance: Visma|Raet's customers avoided fines imposed by tax authorities

Automating Organizational Change Requests

Visma|Raet's BPO unit processes HR and payroll administration for a retail corporate customer with 90,000 employees and 672 shops in the Netherlands and Belgium. Whenever there is a management change at one of the locations, the customer files a change request which auto-generates a PDF file and sends this information to the Kryon robot. The Kryon robot extracts the text from the PDF file, securely logs into the customer's environment, and performs quality validations. Lastly, the robot applies the change and updates the respective manager in the organizational unit. Using Kryon Full-Cycle Automation, Visma|Raet reliably executes this vital process, managing approximately **5,000 change requests per year**.

Streamlining Service Desk Management

On any given day, Visma|Raet's service desk team manages over 500 open tickets (questions, change requests, incidents, etc.). Kryon robots automatically close inactive requests (if the customer has not responded after 10 days) and helps the team prioritize the most critical customer requests while also **saving 550 hours a year**.

For more information visit kryonsystems.com

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