



RPA USE CASES

HUMAN RESOURCES

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AT A GLANCE

A company is only as good as its employees. It is people that 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 horde of administrative tasks along the hire-to-retire (H2R) process, such as automating payroll, benefits administration and compliance reporting.

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CURRENT SITUATION

Labor intensive repetitive processes

Many tasks along the hire-to-retire (H2R) process are repetitive, time-consuming, and still rely on heavy manual labor. This high degree of reliance on manually intensive processes is costly and inefficient and can often lead to high error rates or even compromise compliance levels.

Risks of Inaccuracies

Credibility is paramount to HR, yet most of the related work is carried out manually and thereby increasing the risk of data processing errors and data compliancy issues due to a poor Master Data Management (MDM). All this can lead to costly errors and even legal actions.

Dependency on multiple systems

A variety of tasks along the H2R processes is complex and considered to be multi-step processes that depend on numerous, disparate platforms that do not communicate with one another, and store data in many different places. Managers often can't get their hands on comprehensive, timely information and risk making decisions based on inaccurate insights.

Disconnected "Islands"

It is not uncommon for H2R processes such as payroll, user accounts, or staff ID to span multiple teams or departments within an organization, or even externally into third party providers. This results in islands of disconnected tasks and data, associated with ineffective handoffs and high-touch processes flow.

KRYON RPA**DELIVERING VALUE
ACROSS THE H2R
PROCESS****OPTIMIZE HR PROCESSES**

Kryon's RPA solution optimizes processes in the most resource and cost-efficient 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

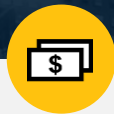
Constant changes in government regulations have a big impact on HR processes and activities, especially companies operating across states and countries. Kryon RPA ensures both the adherence to compliance requirements, proper execution of processes and elimination of human error.

FOCUS ON STRATEGIC HR TASKS

Relieved of the burdensome, repetitive tasks, HR 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 one step ahead and fully satisfied.

SEAMLESS INTEGRATION

Kryon's RPA solution is quick and easy to implement allowing even complex scenarios and processes to be automated in a precise and controlled manner. Kryon RPA is independent of any platform and can interact with any existing system and application at a user layer. With this no complex integrations and heavy IT resources are needed to benefit from automation.



1000 Working
Hours Saved



Faster Service
Delivery



Optimized HR
Processes



Eliminate
Human Error

HIRE-TO-RETIRE (H2R) PROCESS AT A GLANCE

ANY labor-intensive, repetitive and rule-based task that involves multiple steps and /or depends on multiple systems can be automated with Kryon RPA.

OVERVIEW

TOP 10 HR TASKS
THAT CAN EASILY
BE OPTIMIZED
USING KRYON RPA
IN ATTENDED,
UNATTENDED, OR
HYBRID MODE!

HIRE	DEVELOP	REWARD	MAINTAIN	RETIRE
01 Recruiting Resume Screening and Candidate Shortlisting	04 Learning & Development Induction and Training	05 Rewards & Benefits Travel and Expense Management	07 Data Management Employee Personal Data Management	10 Offboarding Exit Management
02 Offer Letter Administration		06 Monthly Payroll	08 Analytics & Reporting Reports and Analysis of Surveys and Company Reviews	
03 Onboarding New Hire Set-Up and Onboarding			09 Time & Attendance Time and Absence Monitoring	

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 in 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 info 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 pre-defined rules - with only a click of a button.



Saving recruiters time and effort by automating screening, qualification and verification tasks.



Improving quality of hire as the perfect match gets promptly engaged – before the competition get ahold of them.



Allowing recruiters to spend their time on proactive strategic hiring, meet the right candidates in-person and better close the loop with hiring managers.

USE CASE 02

OFFER LETTER
ADMINISTRATION:

Generate fully accurate and tailor-made offer letters that are irresistible to your prospective top talents

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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 on various aspects. Manually checking all the data against diverse databases and regulations can take quite some time and is 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. Cross-checks with diverse related rules and regulations stored in different systems and databases inside and outside the organization are easily possible in the course of the offer letter creation.



Saving recruiters time and effort by automating screening, qualification and verification tasks.



Error-free and fully compliant offer letter management for a professional and swift hiring of top talents.



Allowing recruiters to spend their time on proactive strategic hiring, meet the right candidates in-person and better close the loop with hiring managers.

USE CASE

03

NEW HIRE
SET-UP AND
ONBOARDING:

*Get your new talent
empowered and equipped
with all that is needed to get
productive from day 1 on*



THE CHALLENGE

Once the new candidate has accepted the job offer, a new user account, an email address, access rights for applications, mailing lists and systems and all the necessary IT equipment has to be requested and ordered. And all this has to happen in accordance with the new candidates' profile, his 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 1 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 take decisions – for instance which system accesses to grant. Robots can even send out pre-defined onboarding documents to the new joiners as a final step of the process.



Improving time to competence for your new hire by 50-70% as it is ensured that the new employee is technically equipped and empowered to get productive from day 1 on.



Streamlined, orchestrated and efficient process end-to-end with 100% consistent data and a highly reduced error rate.



Professional first impression for the new hire and positive feedback on online assessments platforms.

USE CASE

04

INDUCTION
AND TRAINING:

*Improved training effectiveness
and new system adoption – even
automatically maintained*

“With Kryon, we were able 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 1000 CSR training days each year!”

– Pelephone Communications

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 fairly important that employees are fully aware and up-to-date when it comes to executing business processes and tasks in line with company standards, so that compliance is being granted and missing or wrong data can be prevented. Also in many cases, individual training needs and requirements are being identified by chance rather than based upon a structured and ongoing basis.

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THE SOLUTION

Having its’ roots in Training, eLearning and Performance Support, Kryon’s RPA solution has a broad application portfolio in Learning and Development, thereby significantly 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 against requirements. Even the individual calendars can be blocked according to the individual training needs and schedule.



Cut more than 3 training days per employee per year and reduced related help desk calls by 18%.



30% reduction in the average number of data entry errors.



Error-free execution of business processes granting full process compliance.

USE CASE 05

TRAVEL AND
EXPENSE
MANAGEMENT:

*Fully automate your expense
processes with rule-based logic*

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THE CHALLENGE

Most of the manual Travel and Expense processes are characterized by missing receipts, out-of-policy-spends, late expense submissions, error-prone spreadsheets and a poor visibility into the reason for the spend. No wonder that this easily results in compliance issues, late payments and a lack of satisfaction for all parties being involved in the process.



THE SOLUTION

Kryon RPA can be implemented to compare individual expenses against predefined rules and regulations from different systems inside and outside the organization. As with Kryon, the level of personal involvement can easily be scaled, automation can span from an unattended auto-approval of standard expenses to a guided check-up of various items in attended or hybrid mode.



Reduced delay in expense submissions and approvals leading to more satisfaction for all parties being involved.



Full process compliance as all rules and regulations are taken into account.



Significant reduction in manual effort leading to a high improvement in accuracy.

USE CASE 06

MONTHLY PAYROLL:

Ensure a 100% accurate payroll submission – in time and fully compliant

THE CHALLENGE

Common payroll challenges result from a limited ability to leverage standardization due to local payroll, compliance and security requirements as well as a lack of data visibility and integrity – leading to inaccurate data (e.g. for the IRS) incorrect submissions and overall delays in payment. Because most payroll processes are rule-based, involving large volumes of data entry and are highly repetitive by nature, they make a classic RPA use case to increase accuracy and reduce processing time - especially when the company has a considerable number of employees.

THE SOLUTION

Kryon RPA can be implemented to verify the consistency of payroll system employee data by checking it against the data in the ERP system. Also It can run batch extracts, import and validation for gross-to-net processing or benchmark with global grade data or feed the procurement system for new hires, transfers and terminations. Paychecks, benefits administration, rewards and reimbursements , i.e. benefit invoice reconciliation can all be automatically tracked and produced by robots to avoid inaccurate submission and overall delays.



Significant reduction in overall delays and inaccurate submissions.



Full compliance as all local rules and regulations are taken into account.



Improve consistency and quality of service delivery, while driving down the total cost.

USE CASE 07EMPLOYEE DATA
MANAGEMENT:

*Ensure accurate and complete
Employee Data from Day 1*

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 throughout the employee lifetime from the very first day – starting with an employee record creation by interacting with the new employee to enter the data accurately and complete, continued by data cleansing activities to ensure consistency across multiple systems in various formats.



Significant time savings as reading, copying and overall synchronization of data between web applications, ERP and various backend systems can be automated.



Better compliance as data is consistent, complete and accurate.



HR employees are relieved of burdensome, repetitive tasks, and are able to get back to more pressing issues.

USE CASE 08

REPORTS AND ANALYSIS OF SURVEYS AND COMPANY REVIEWS:

*You simply can't manage what
you don't measure*

THE CHALLENGE

Reporting can get a very time-consuming affair for HR as data is needed in the right format at the right place to shape the right indicators in order to make smart decisions. This can get a difficult endeavor if the relevant data is distributed in different systems inside and outside the organization which often is the case. As a matter of fact one can easily spent hours to manually craft and update dashboards on a regular basis.

THE SOLUTION

Kryon RPA can be implemented to fulfill pre-populating complex periodic reporting requirements for prescriptive and predictive HR analyses - even beyond the standard HR metrics like number of FTE's or average quote of absence. It may also include automatic screening of company reviews and surveys throughout different internal and external sources.



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



Consistency of data – apples will not be compare to anything else than apples once the virtual workforce takes over the task.



Conveniently getting online updates the sent into the inbox, so that no new company review is being missed.

USE CASE

09

TIME AND ATTENDANCE:

Ensure that your employees are at the right place at the right time

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THE CHALLENGE

Some employees can get sloppy when it comes to recording absences, vacations or in general the usage of the existing absence management system. Manually reviewing employee time records for accuracy and completion to comply with changes of Fair Labor Standards and overtime regulations on a daily basis is not a viable option on a larger scale.



THE SOLUTION

Kryon RPA can be implemented to validate records by cross-checking data (e.g. absentee reports against time logged in the corporate network) and giving alert when info is missing or inconsistent or reallocation of resources is recommended so that disruptions are avoided and the workforce is managed efficiently.



Significant reduction of attendance and tardiness issues as the risk of erroneous or compromised data entries is minimized.



Enhancing overall control and granting full standard compliance (e.g. FLSA) as all data is being checked for accuracy.



Reduction in costs and expenditures as well as capabilities allowing efficient planning and shift management capabilities.

USE CASE

10

EXIT MANAGEMENT:

Time to say good-bye – 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 better organized off-boarding and de-provisioning process by automating process parts, e.g. consolidate all leavers' input and feed to downstream systems, generate exit documents, conduct exit surveys, notify the right people, revoke systems access, collect company assets and process final payments.



Time savings through automating related tasks are expected at 50-70%



Full Exit Management compliance as the predefined processes are tracked (audit trail) and accurately conducted.



A good last impression – directly or indirectly paying into your employer brand.

ABOUT US

Founded in 2008, Kryon delivers innovative, intelligent Robotic Process Automation (RPA) that speaks the language of business. This understanding of enterprise operation yields solutions that enable true digital transformation.

Using patented AI technologies, our Intelligent RPA platform offers the only comprehensive discovery and automation tool capable of continuous process optimization. The Kryon RPA platform can be leveraged for all three kinds of automation: unattended (on virtual machines); attended (on desktops); and Hybrid Automation where there is interaction between the virtual and human workforce for greater ROI on automation investments and enterprise-wide business operations improvement.

Join leading global enterprises such as Microsoft, Allianz, DXC Technologies who are leveraging Kryon's AI-powered platform to drive digital transformation and operational efficiencies.

