CREATING A BETTER EMPLOYEE EXPERIENCE WITH INTELLIGENT AUTOMATION
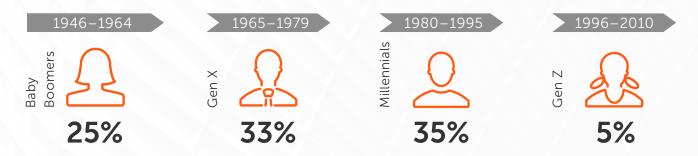
Digital transformation and changes in employees' priorities are challenging HR leaders to reevaluate their processes. And it starts with employee onboarding.

HR'S NEW REALITY

The world human resources (HR) professionals face today is different from last year, or even from six months ago. Employees—and potential employees—are savvier, possess increasingly advanced digital expertise, and are infinitely more demanding of their employers.

This is amid numerous other challenges HR professionals face.

First, Millennials have become a dominant force in the business world. Already, this hyper-connected, digital-native generation makes up more than one-third of the workforce. They bring high expectations of flexibility, accommodation, and openness to the companies that employ them. And they are a force to be reckoned with as you recruit and hire—and try to retain them. Gallup estimates Millennial turnover costs global businesses $30.5 billion annually.[1]

1946–1964	1965–1979	1980–1995	1996–2010
Baby Boomers	Gen X	Millennials	Gen Z
25%	33%	35%	5%

Source: https://www.purdueglobal.edu/education-partnerships/generational-workforce-differences-infographic/

HR's second challenge is adapting to the new normal. When the COVID-19 pandemic hit, HR professionals had to scramble to ensure business continuity. How do you support a workforce that has moved to remote work overnight? How do you help make sure that workers are collaborating and communicating successfully while working remotely?

As HR professionals cope with these changes, they can't lose sight of their number one priority: the **employee experience.** They have other priorities, too, of course. But this is the one that most directly impacts their business continuity.
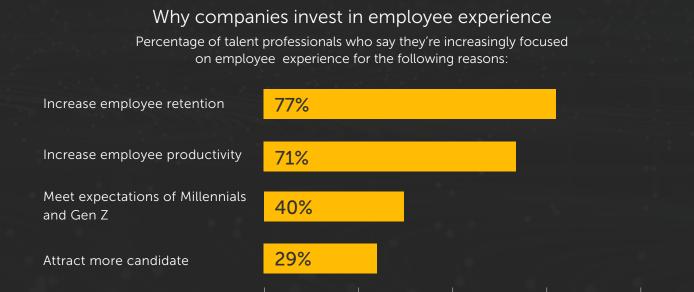
The employee experience begins at onboarding

In this eBook, we'll focus on how the first engagement with employees—onboarding—impacts the overall employee experience. We'll also highlight the importance of digital transformation in driving better employee experiences, and show that the best way to reach that goal is through **intelligent automation.**

HR'S TOP PRIORITIES

Improve the employee experience

Work used to be about conforming to what the business told you to do. But today's employees—especially Millennials—have their own ideas and expectations about work. And with top talent in more demand than ever, power has moved from the businesses to the individual employees in many cases.

HR professionals today are especially focused on improving the employee experience. Why? Because a good employee experience leads to employee engagement, which has been proven many times to be linked to good customer experience and the overall profitability of the business. In a landmark Harvard Business Review Study, companies that emphasized employee engagement found that their employees were 81% more productive and 63% more innovative.[II]

Why companies invest in employee experience

Percentage of talent professionals who say they're increasingly focused
on employee experience for the following reasons:

Reason	Percentage
Increase employee retention	77%
Increase employee productivity	71%
Meet expectations of Millennials and Gen Z	40%
Attract more candidate	29%

0%   25%   50%   75%   100%

Source: https://business.linkedin.com/content/dam/me/business/en-us/talent-solutions/resources/pdfs/linkedin-2020-global-talent-trends-report.pdf

RIPE FOR AUTOMATION

" Currently only 29% of employees believe HR helps them perform better. "

—Brian Kroop, vice president, Gartner Inc.[III]

Acquire and retain top talent

Yes, the unemployment numbers have gone up. Yes, that means a lot of people are looking for work. But in many ways, this just makes HR professionals' jobs harder, as there are more applications to go through to try and separate out the best candidates. And when you manage to hire one, you want to retain them through a nurturing and supportive relationship that is mutually beneficial.

93% of HR talent professionals say that creating a positive hiring journey is critical to attracting and retaining top talent

80% have plans to improve that experience

63% plan to implement new recruitment process tools, guides, and information

Source: https://content.randstadsourceright.com/2020-talent-trends-report

Future-proof the business

No strangers to legacy systems, the last thing that HR professionals want is to invest in technology that rapidly becomes outdated or obsolete or one that locks them into a proprietary vendor's products. They seek digital solutions that work with their existing systems, so they don't have to involve IT in a massive rip-and-replace operation.

FIRST IMPRESSIONS MATTER

HR is the face of the organization that most workers see, from the first contact to last paycheck. How HR handles onboarding in particular—how responsive, flexible, efficient, and humane it is—has a big impact on helping HR deliver an employee experience that attracts and retains top talent.

Handled correctly, onboarding provides the foundation for a productive relationship. A survey by Glassdoor found that great onboarding programs can increase staff retention rates by as much as 82%.[IV]

But handle onboarding poorly, and a new employee could have one foot out the door even before starting work.

If your HR organization is still following a traditional onboarding model, heavy with paperwork, with limited and slow engagement, and full of legacy, manual processes, your employees will suffer.

Some cautionary statistics:

Only 12% of employees strongly agree that their organizations do a great job of onboarding.[V]

20% of new employees wouldn't recommend their employer to a friend or family member after experiencing their onboarding process.[VI]

Employees who had a negative onboarding experience are twice as likely to look for a new job in the near future.[VII]

THE CHALLENGES OF ONBOARDING

Many things contribute to employees' negative view of onboarding. But legacy applications and dependence on manual processes is the number one roadblock to making it a positive experience. A recent study of 1,000 HR professionals found that 72% believed a lack of automation was hindering their organizations' success.[VIII] This is not good news.

These manual processes include:

- Numerous fill forms, some requiring redundant information
- Disjointed systems for human capital management (HCM), benefits, and performance, with separate forms and records
- Slow, manual data transfers from external recruiting and background validation systems to internal HR partner systems
- Difficulty accessing private or confidential employee information that is not directly transferable from different systems
- Increasing compliance requirements for personally identifiable information (PII) and privacy reasons

These and other issues can lead to delays, confusing instructions, ineffective hand-offs, lack of coordination, and processing errors that damage the new working relationship.

Future-proof the business

More than three-quarters (76%) of HR leaders say onboarding practices are not working well at their organization

39% say they do not have the right technology to reduce administrative error, ensure consistency, and improve accountability

More than one-third (36%) blame insufficient technology for their inability to automate and better organize onboarding programs

One in three HR managers plan to increase their investment in onboarding software

Source: https://www.businesswire.com/news/home/20180116005484/en/HR%E2%80%99s-Big-Challenge-2018-Fix-New-Hire

A PATH TO SMOOTH ONBOARDING

All of this brings us to the solution: **intelligent automation.**

Intelligent automation has two parts: first, RPA, which can automate rote, repetitive tasks and connect information within various systems. Then, AI technology plays a role in processing unstructured data, learning from specific human actions and optimizing processes. Put RPA and AI together, and intelligent automation ensures your onboarding process becomes error-free, seamless, and easy on both your business and your new employee.
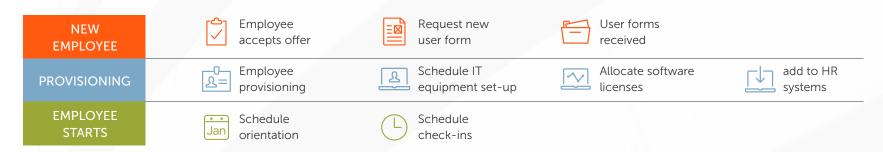
WHAT IS INTELLIGENT AUTOMATION?
Intelligent Automation is a combination of Robotic Process Automation (RPA) and artificial intelligence (AI technologies, which together power rapid end-to-end business process automation and accelerate digital transformation.

RPA does the foundational work

Deploying RPA means that routine, repetitive tasks like filling out standard forms, sending out notifications, and populating various database records can be done automatically. Both employers and employees get a hassle-free onboarding experience across all the different HR platforms that your firm uses.

The time-consuming tasks of manual onboarding:

NEW EMPLOYEE	Employee accepts offer	Request new user form	User forms received	
PROVISIONING	Employee provisioning	Schedule IT equipment set-up	Allocate software licenses	add to HR systems
EMPLOYEE STARTS	Schedule orientation	Schedule check-ins		

All the above tasks and more can be done in minutes, no matter the volume or how repetitive it may be. This will be fast and error-free.
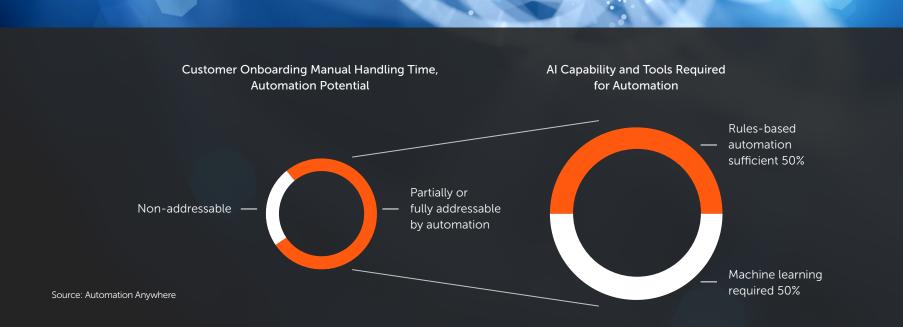
HR can focus on other strategic initiatives in the saved time, improving the overall employee experience. Software robots (bots) will save time and deliver error-free work in minutes while avoiding massive email trails of communication.

Add AI to the picture

But that's just the RPA part of the solution—the part where you set rules and the system obeys by mimicking what your human workers previously did.

When AI enters the picture, so much more is possible: With RPA plus AI, you can:

- Improve the employee experience, ensuring faster, simpler access to HR services from anywhere
- Enhance the screening process to find high-quality candidates, accelerating time to productivity
- Make the delivery of HR information, including new benefits, seamless, personalized, and automatic to ensure the most up-to-date offering
- Help keep employees engaged in their work by sending company news, event reminders, and employee availability
- Future-proof your business by evolving the workforce, elevating focus, shifting roles from task-based to strategy-based functions
- Free up your HR people to engage more with candidates and employees, for a more human, positive experience

Customer Onboarding Manual Handling Time, Automation Potential

Non-addressable

Partially or fully addressable by automation

AI Capability and Tools Required for Automation

Rules-based automation sufficient 50%

Machine learning required 50%

Source: Automation Anywhere

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HOW INTELLIGENT RPA HELPED A GLOBAL BANK SAVE $1M A YEAR

RPA WITH MACHINE LEARNING: AUTOMATES HR FUNCTION FOR GLOBAL BANK

Profiled Organization:
This global financial institution, comprised of 189 member countries, provides financing, policy advice, and technical assistance to developing countries. The bank spans 120 global locations and employs over 10,000 people hailing from 170 different countries.

CHALLENGE:

This well-known, non-governmental banking organization is required to comply with complex administrative procedures involving form submissions. One major challenge is the requirement to regularly track and manage hundreds of Human Resource (HR) onboarding forms from many countries and in many language formats to serve its over 10,000 employees. Prior to automation, the HR form tracking and management process, known as the Human Resource Management System (HRMS), was comprised of five employees manually sorting and filing thousands of forms with hundreds of variations. In addition, the five employees performed more than 12 validations and entered information into the HRMS. The manual tracking, management, and data entry approach was slow, confusing, and characterized by high error rates.

SOLUTION:

The high volume of HR forms includes multiple data points in semi-structured formats. The process was a perfect fit for Automation Anywhere's® IQ Bot™. The solution involves a scheduled, daily deployment of Task Bots that download case files and feed them to IQ Bot for data extraction. The extracted data is then cleansed using a comprehensive post-validation ruleset. Each record is eventually entered into the organization's HRMS system automatically.

BENEFITS:

40%	**91%**	**$1M**
HRMS volume automated	Straight through processing rate	Annual cost savings
60%	**Zero**	**70%**
HR forms cataloged	Errors on processed HR forms	Time saved compared to old process

A WORLD-CLASS EMPLOYEE EXPERIENCE

Numerous pressures from all directions are driving HR professionals to adjust to new digital practices. By employing intelligent automation solutions, such as the intelligent Digital Workforce from Automation Anywhere, you can meet your priorities for HR and deliver the kind of employee experience to attract and retain the talent who will help keep business moving forward.

Request a demo today. See how intelligent RPA can benefit your HR team and your entire business organization.

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