Major Outsourcer improves starters and leavers processing by 90%

CLIENT **OVERVIEW**

This major offshore outsourcing organisation was struggling to manage new startersand leavers of a large resource pool of over 200,000 employees, and this process was exacerbated by a high employee turnover of over 10,000 a year. The employee processing was a complicated, resource intensive process that was causing a major headache for this company in terms of efficiency and risk. They realised that they needed to change their approach and began exploring solutions to soothe their employee processing headache— without changing their applications. They realised RPA could provide a solution to managing their new starters and leavers processing. They decided to work with Thoughtonomy, based on our capability of our platform to deliver both front and back office automation.

CLIENT **CHALLENGE**

Working in partnership with this major outsourcing company we began looking in detail at their new starters process. New employees would firstly have their identity and backgrounds checked, once they had been authenticated, their details would be entered into a variety of disparate internal systems such as user accounts, payroll, identity passes and manager alignment. These processes were performed in isolation by departments such as HR, facilities or IT, only passing information between each other via an unstructured email process, thus creating potential data error issues or the need to re-key information. The leaver process didn't fare much better, with sporadic departments working in isolation to update payroll, disable accounts and perform other processes related to staff offboarding.

CLIENT AT-A-GLANCE

CLIENT

A major offshore outsourcing organization

ABOUT CLIENT

Large outsourcing organization with over 200,000 employees

CHALLENGE AT-A-GLANCE

CHALLENGE

Automate the starters and leavers process

FUNCTION

HR

USE CASE

One Office

> " By automating employee processing, new starters are efficently and cost effictively integrated into the business. "
>
> — MANAGER | **Outsourcing**

OUR **SOLUTION**

Our technical team built an automation that would connect their disparate systems, or process islands, into a single automated end-to-end workflow. To provide a single point of entry for this automation, a secure web portal interface initiates the required activity for starters or leavers, using virtual workers to perform processes at departments request. The tasks are performed as each department would on the required systems, except quicker and without the risk of error by a virtual worker. As a result, the starters and leavers process has significantly improved resource availability, due to the minimal human intervention needed and reduction in the need for re-entry of data. An additional benefit of a virtual worker implementing these processes is that once an employee leaves the organisation, they are immediately decommissioned from the organisation's systems, meaning that risk to data and system security has been reduced exponentially. We are continuing to work with this company to expand automation across the enterprise, specifically looking at connecting high volume processes and other process islands.

SOLUTION **BENEFITS**

100%	Security	Resources	90%
execution accuracy	Enhanced internal system security	Free for strategic tasks	Reduced Processing Time

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ABOUT **US**

We are an automation technology company, and have created an award winning platform to help you improve the productivity of your workforce. With frictionless deployment and low commitment, we can help you deliver real results fast.

www.thoughtonomy.com