

Customer Case Study

Macy's automates PeopleSoft HRMS business & IT processes

CASE HIGHLIGHTS

Profiled Organization: Macy's

Challenge: Macy's wanted a reliable solution to automate many of their PeopleSoft HRMS business & IT processes. Managing the human resources requirement for an organization as large as Macy's required enterprise class reliability and rapid development and deployment to quickly adapt to their growing business.

Solution: Automation Anywhere offered a unique approach by allowing Macy's to automate using the PeopleSoft HRMS web front-end.

Benefits: By automating many tasks within the workforce, compensation, positions, benefits, etc. modules of PeopleSoft's HRMS, Macy's saved countless hours, increased efficiencies and reduced errors and overtime.

BACKGROUND

One of the most well-known retail names today, Macy's USA operates over 850 nationwide and has more than 30,000 employees. In line with their well-defined priorities, Macy's, was looking for a time efficient solution to improve their HRMS processes.

BUSINESS ISSUE

The Human Resources department at Macy's is constantly faced with the mammoth challenge of keeping up-to-date records for all their stores. This includes employee data, their positions and organizational structure, payroll, tax exemption requirements, detailed stores' data, etc. Macy's uses the PeopleSoft HRMS 8.0 for their HR management. Some of their repetitive, manually intensive tasks were:

- Updating the employee positions' table on a monthly basis.
- Adding new stores to their database as and when required. This included manually filling in information about the

other 180+ stores and linking the data with the new store.


- Adding new employee positions as and when they are introduced.
- Resetting and updating employee tax exemptions annually.
- Regular maintenance of PeopleSoft database tables.
- Running payroll routinely.

Mr. Nicholas Evans, the Human Resources, Information Systems Manager at Macy's wanted to automate these routine tasks in order to increase efficiencies within his workgroup. The one option open to him was to hire a PeopleSoft consultant. This option was not only extremely expensive, but it didn't fit with Macy's priority of rapid development and deployment. It takes considerable time to implement and test all processes using a consultant. It is also time consuming and expensive to maintain and modify these processes as PeopleSoft HRMS and Macy's business evolves. The challenge

was to find an easy-to use- reliable solution to adapt to Macy's changing needs.

SOLUTION

Using Automation Anywhere, Macy's was able to automate these processes using the PeopleSoft web front-end. They didn't need to write any programs or use SQL.

 *"Using web front end was perfect because it doesn't violate any rules. If you try to do this using SQL and if you miss anything, many things could go wrong. So using web front end was perfect."*
- Mr. Nicholas Evans- HR, IS Manager, Macy's

To update the employees' positions table, Automation Anywhere converts all the data in different spreadsheets into a '.csv' format. Then the web recorder tool opens the browser, locates the position number and updates the details. Time saved estimated by Macy's at about 20 man-hours a month.

For the process of adding of a new work area or a new store, Automation Anywhere automates the repetitive data entry for the various fields. A similar process is now followed for new employee-data, additions and resetting or updating employee tax exemptions every year. Time saved estimated at about 120 man-hours a year.

One other critical process where Automation Anywhere significantly added value was payroll. The payroll system required them to manually key in 1200+ transactions every month. To meet a certain deadline, they used Automation Anywhere's data transfer capability to transfer all the details per requirement and run the payroll on time. Using Automation Anywhere, made payroll faster and easier. Time saved estimated by Macy's at about 16 hours every payroll.

Automation Anywhere also provided Macy's with a good error-check tool. If a file or entry has wrong data, then the automated update doesn't go through & an error is prompted. Macy's also uses it for several other routine processes that saves them more than 15 hours a month.

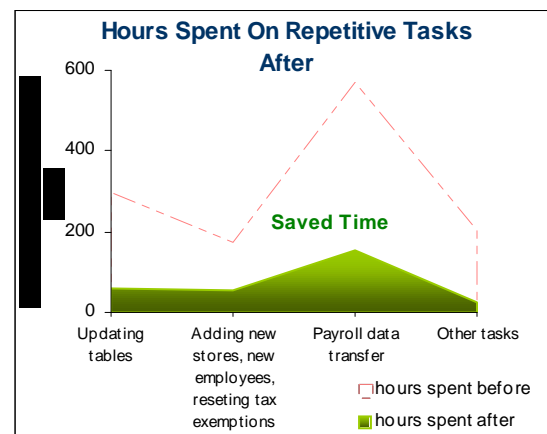
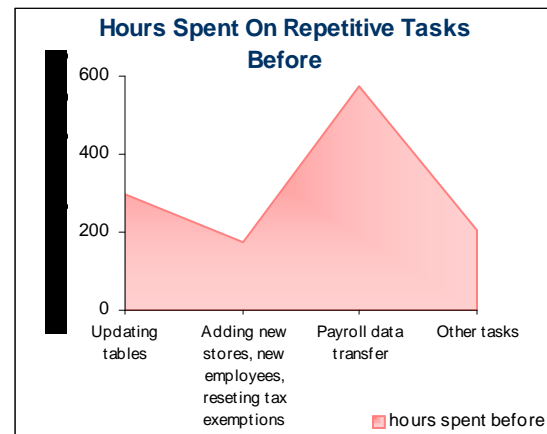
"It is 100% accurate. I will recommend Automation Anywhere any day over other automation software. You will save thousands of dollars. For other

software, I have to purchase and install it on other machines - this takes too long. With Automation Anywhere I generate an exe with any task and put it on other machines. This is really a good advantage."
- Mr. Nicholas Evans- HR, IS Manager, Macy's

BENEFITS

Using Automation Anywhere, Macy's easily setup & automate various processes. They listed the ongoing benefits:

- It has helped save many work-hours. This in turn has reduced costs and increased efficiencies within the group.
- Manually intensive tasks were prone to errors. Automation Anywhere has helped reduce these errors significantly.
- It boosts employee morale.
- Better response time to database updates.
- Freedom from writing programs to accomplish various processes.



“We looked at many other options, functionality for web stuff is not there, and what is there is slow. Many of them take 8-9 seconds to find a control and I can do it faster manually. Then I found Automation Anywhere. Speed and accuracy - no one can touch Automation Anywhere.”

- Mr. Nicholas Evans- HR, IS Manager, Macy's

“It is pretty much everything I have asked for. I feel like I have my own developer working for me. Service is outstanding. If you have a question, they get back to you within 24 hours. There are lots of sample tasks out there too. It feels like they understand you and care about your problem.”

- Mr. Nicholas Evans HR, IS Manager, Macy's

Realizing the potential of the software tool Macy's continues to find various processes that increase their productivity & employee morale.

If you found this case study useful, explore how Automation Anywhere can give your business an edge – visit us

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PRODUCT INFORMATION



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