

## CASE STUDY

# TriNet Automates 120+ Processes to Remain Agile During a Full-Scale Transformation

## Organization profile

TriNet, a professional employer organizer, provides tailored HR solutions to small and medium-sized businesses. By offering human capital expertise, benefits, risk mitigation, compliance, payroll, and real-time technology, they empower businesses to focus on growing their business instead of on the ever-changing complexities of human resources and compliance.

## Challenge

Originally using a business ownership model, TriNet elected to embrace an engineering ownership model. This launched the largest transformation the company had ever experienced. With a software factory model as its operational goal, TriNet understood the significant challenges in their path. Deciding on an Agile framework to aid the transformation, they chose automation as the driving force for their evolution.



A huge shout out to Automation Anywhere. RPA saved many careers."

**Eric Kern**

RPA Solution Architecture,  
TriNet

## Benefits



# 120

Processes Automated  
(4 Years)



# 30

Use-Cases in Pipeline

## Processes automated

Documentation Processing  
Documentation Enhancement  
Payroll Processes  
HR Functions  
Engineering Processes  
Finance Processes

## Industry

HR Solutions

## Solution

TriNet set the framework for automation by starting with a small, centralized team designed to set the standard for each bot and create a runbook for others to follow. They choose processes with the highest ROI that would aid in keeping the company-wide transition as agile as possible. Additionally, they invested in four citizen developers to help expand their RPA capabilities even further. Together, the team and citizen developers automated 120 processes in their payroll, HR, engineering, and finance departments, with an eye to expanding further.



**Our employees** had the right problem-solving mindset. If they saw a challenge, they used RPA to solve it.”

**Eric Kern**

RPA Solution Architecture,  
TriNet

## Story details

With such a radical transformation on the horizon, TriNet needed to ensure it remained lean. Understanding the gravity of hitting their core metric, and with the goal of enhancing their documentation processing, they asked whether automation could aid in hitting their substantial target. They partnered with Automation Anywhere to answer that question.

They chose a centralized co-operating model to lay a foundation for automation success and began a vetting process. They carefully selected the right roles to lead this initiative. They began with a solution architect, responsible for creating bot design standards, best practices, and composition requirements. From there, the company expanded this team to include several dual automation analyst/developer roles dedicated to enhancing all the process documentation and creating a standardized runbook for all the processes. To ensure they remained agile; they added a product owner and the scrum master to the group.

TriNet launched a post-deployment production support team equipped with enhanced process documentation and the runbook to reference if a bot didn't perform as expected. With such a strong foundation formed, the company successfully automated 120+ processes across several departments, remaining agile during the entire transformation.

## The future

TriNet seeks to expand RPA awareness throughout the business and continue revolutionizing processes and roles. They plan to market RPA wins on roadshows and hope this will help expand their citizen development team. Once complete, they are eager to achieve a new equilibrium with their recently developed roles and responsibilities. They have felt the flux of transformation for four years and are eager to embrace a sense of steadiness with their new agile operating model firmly in place.

### About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit [www.automationanywhere.com](http://www.automationanywhere.com).

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