

RPA with Machine Learning: Automates HR Function for Global Bank



PROFILE 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%

HRMS volume automated

91%

Straight through processing rate

\$1M

Annual cost savings

60%

HR forms cataloged

Zero

Errors on processed HR forms

70%

Time saved compared to old process

Processes Automated

- **Human Resources Management System Data Entry Process**

Industry
Banking

"Using intelligent RPA to automate the time-consuming and error-prone manual HR data entry, management, and compliance processes enables us to eliminate errors and save time to focus on our mission."

— **Director**
Global Bank

RESOURCE-CONSUMING HR PROCESS

The bank regularly experiences a high variability in HR forms, which is directly related to its global workforce and time-consuming administrative procedures. Manual sorting of forms and data entry in HRMS was an obvious target for automation. Automation Anywhere helped the bank identify automatic classification and painless format-recognition learning as desirable outcomes. The combination of Automation Anywhere's RPA Task Bot and IQ Bot offered a complete, end-to-end solution. Task Bots, within the RPA platform, gather cases containing various employment forms and send them to IQ Bot for digitization, classification, and data extraction. After classifying forms into logical groups, IQ Bot uses the appropriate format to perform data extraction and subsequent entry into the HRMS. With the Automation Anywhere Enterprise RPA platform and IQ Bot, 40% of the bank's HRMS volume is now automated from start to finish. Depending on form types, the bank can quickly scale the number of bots to ensure employee form requirements are processed efficiently and on time.

HRMS Process

In the automated workflow, a Task Bot reads from an internal document repository and gathers the workloads of the day. The Task Bot splits the original file into individual forms and invokes IQ Bot. Through digitization and classification, IQ Bot determines the form types and sends them to the corresponding logical group for data extraction. A Task Bot then reads the extracted data and enters the information into the bank's HRMS system.

RESULTS

The bank saved \$1M in cost in the first year by deploying RPA. Specifically, the bank automated two processes with Automation Anywhere RPA and IQ Bots—the HRMS and bond trade document data extraction processes. In five weeks, the bank has been able to automate 40% of its HRMS process and achieve 91% Straight Through Processing.

LOOKING AHEAD: TREASURY FUNCTION AUTOMATION

Since achieving financial and operational success after automating the HRMS process, the global bank has identified a new important process to automate using Automation Anywhere's RPA with machine learning: The bond trade document data extraction process.

"Automation Anywhere RPA was easy to set up, scalable, and helped us save on cost and time immediately."

— CIO
Global Bank

About Automation Anywhere

Automation Anywhere empowers people whose ideas, thought and focus make the companies they work for great. We deliver the world's most sophisticated Digital Workforce platform making work more human by automating business processes and liberating people.

Automation Anywhere  www.automationanywhere.com

☎ North America: 1-888-484-3535 x1 | International: 1-408-834-7676 x1

🐦 @AutomationAnywh  www.linkedin.com/company/automation-anywhere ✉ sales@automationanywhere.com

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