

PeerPaper Report

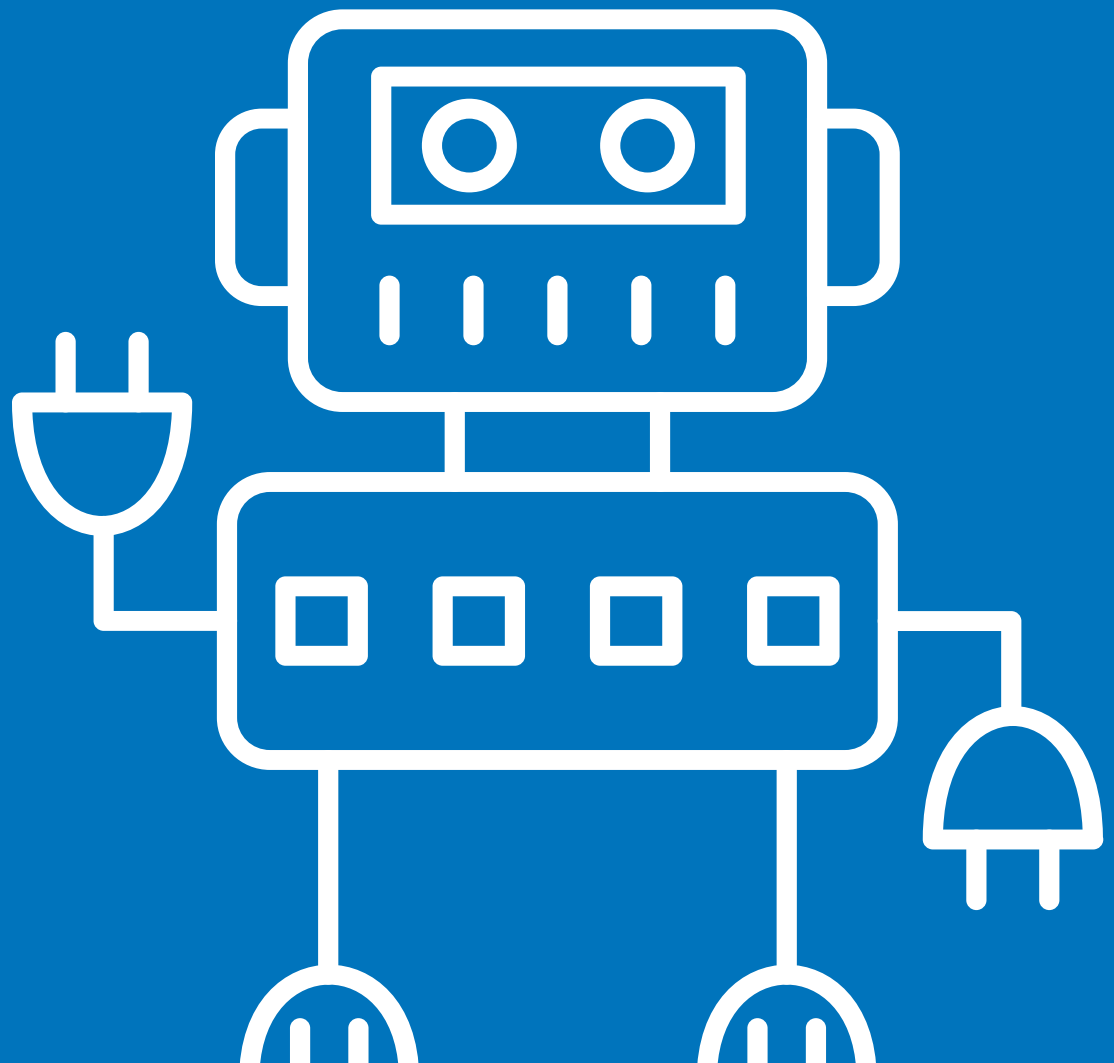
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# REALIZING THE BENEFITS OF RPA IN HUMAN RESOURCES (HR) USE CASES

Based on real user experiences with UiPath

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# How an RPA Solution Benefits HR

IT Central Station members have discovered an extensive set of benefits from the use of RPA in HR. The technology helps them save time. Batch processing is another benefit that members discussed in their reviews. Staff retraining opportunities are also beneficial, as is the ability to monitor processes as they run.



## Driving efficiencies

For some users, RPA is a driver of efficiency. A Lead Associate at a consultancy with over 1,000 employees mentioned that his team puts UiPath to work “looking externally at how we can enable the government to [identify efficiencies](#) and improve effectiveness.” Internally, the solution helps them see “how can we drive efficiencies within HR and finance, with everything that a big corporation can do.”

## Saving time

“It has [saved time](#) and brought efficiencies to our company,” said a Strategic Project Manager at a

large tech services company. A Senior Manager at a equivalently-sized financial services firm echoed this sentiment, stating, “We’re able to handle some of our tax and HR processes, the volumes of the documents, or new hires at a tremendous speed compared to [how we used to do it](#) manually in the past.”

The Oracle ERP Consultant had a comparable insight. He noted, “It has [improved the work process](#) of a task that used to take two days and is now done during the breaks of the employees. This means employees can do other tasks.” A Senior Software Engineer at a large tech services company further highlighted this advantage of RPA by claiming it saves time, cost and manual efforts by automating business processes.

The government Associate Director was able to quantify his time savings benefits. He shared, “We were able to [decrease the processing time](#) of one of the processes from fifteen minutes, under certain assumptions, to one minute and four seconds.” In another example, he said, “One of the calculations that we have done to determine the time we have saved is for one type of process. It used to take seven thousand person-days each year but now takes only one hundred and sixty person-days a year.”

“**We were able to decrease the processing time ... to one minute and four seconds.**”

He also offered the insight that RPA has eliminated a lot of human errors because the processes are now done based on preset values, activities, and rules. He elaborated, saying, “Exceptions are properly handled and the robot will take the information from the source system, which is fundamentally correct all of the time.” Specifically, as he noted, “The robot only needs to capture the data as it is from the source, and copy it to the destination, and this eliminates the errors. When humans are in the middle of the process, mistakes can happen.”

## Enabling batch processing

“UiPath can [batch process](#) a lot of the hands-on, manual work that nobody wants to do,” explained the government Web Developer. She considered this to be the solution’s best value. She suggested a best practice, however, which is to create standardized processes. As she said, “Just having formalized documentation about what the end-to-end process should be is key. Once that’s standardized, then it’s a lot easier to leverage UiPath for automation.”

## Scheduling and monitoring processes

RPA offers process owners new workload [scheduling](#) capabilities. A Director at a small tech vendor noted that UiPath’s Orchestrator has valuable scheduling functions. He said, “With an unattended robot, you can schedule it and have it running autonomously.” Automating HR processes with RPA also makes them easier to monitor, according to the government Associate Director. He said the “design capability in Studio is great. The way that you can [monitor the robots](#) within Orchestrator is helpful. Together, the aggregated features add value to the day-to-day operations of the business.”

“**... you can schedule it and have it running autonomously.**”

## Retraining staff

Liberating employees to do different work is one the main selling points of RPA. HR users are realizing this benefit, with the financial services Enterprise Improvement Manager remarking, “Currently, 10 FTE [full-time employees] of work has been moved to robots (nearly 10% of operations). The [staff has been retrained](#) from operations into RPA development roles.” An additional benefit arose because RPA “improved consistency and cost-effectiveness of those processes.”

## Design and ease of use

An RPA solution should be easy to use. This includes having a feature set for process design. To this point, the financial services Senior Manager commented, “I like the layout and [design of the Studio](#) using the RPA framework. It makes sense to me. It’s very easy to get started.” Ease of use figured into the opinion of the government Web Developer. She said, “Having looked at other RPA software, I think UiPath is the [most user-friendly](#). At the same time, it’s robust enough to customize and get into the source code. It’s accessible, but also has enough features for more hands-on developers to be able to do what they need to do. From the two that I’ve seen, it was the more user-friendly one.”

“ I think UiPath is the most user-friendly.

Other users who acknowledged the importance of ease of use included:

- “The UI -and the back-end platform are very [easy to use](#).” - Head of Automation at a large insurance company
- “It is [very easy to use](#), and you still have a lot of possibilities to modify what you are trying to do and achieve.” - Senior Admin Automation Engineer at a large engineering company
- “When it comes to RPA, the scalability and adaptability with minimum inputs provided are paramount. UiPath is easy to use with [minimum inputs given](#), and that’s the best part of UiPath as an RPA tool.” - Senior software developer at a large tech services company

## Simple bot management

IT Central Station members who use RPA in HR want simple bot management capabilities, including a choice between attended and unattended robots. As an RPA user put it, “The most valuable features are the [unattended bots](#).” He then specified that “initially, we are going to be looking at a number of attended bots in a pilot phase for our HR internal operations personnel.

“ ... ten minute tasks brought down to five seconds...

We are going to come in and try to remove tasks from their daily lives, such as ten minute tasks brought down to five seconds, or we could just completely eliminate them, making them unattended.” An RPA Developer similarly noted, “The differentiation between [unattended and attended](#) bots is valuable, as well as being able to do portions of a process that are unattended coupled with portions that are attended. We can get human interaction, all within the same product.”

## Data quality and analytics

RPA generates data. The better it can be managed and analyzed, the better the overall RPA process will run. A Senior Admin Automation Engineer at a large engineering company acknowledged this reality, stating, “We hear from the process owners that they are very happy with the lead time and [data quality](#), which keeps getting better.” The tech services RPA Developer had a comparable opinion, commenting that “[Cognitive analysis](#) is the most valuable feature because it helps to launch our automation smartly with many integrations.”