

Case study

Robotized employee data update during night hours

In a nutshell

For whom?

A leading production company in the POS industry, providing products on the international market

What did the Client want to achieve?

Relieve the HR Department of routine and prone to errors process of entering data into the system

How?

By rule-based process of automatization involving several steps

What has been achieved?

Automation of the process using a robot that takes over the routine duties of HR specialists after business hours

“Due to the number of the Client’s employees and frequent personnel changes in some departments, updates were needed on a daily basis, which consumed a vast amount of time”

Who did we cooperate with?

The Client is an international production company, operating on the Polish market for 20 years. It creates solutions used as Point of Sale and creates advertising equipment for such points. The company deals with the entire process on its own: from order acquisition, through design, advanced technical solutions, production in several technologies, to assembly.

What challenge did the Client face?

Every day, the HR Department specialists were strongly involved in the process of employees' data update in the HR and accounting system as well as in an independent Excel spreadsheet. They were tasked with gathering additional information about all of the employees, including leased employees of external companies.

Due to the number of the Client's employees and frequent personnel changes in some Departments (mainly in the Production Department), updates were needed on a daily basis, which consumed a vast amount of time.

How did the process work?

1. The HR Department specialist receives an e-mail with a dedicated form attached, filled with information about the changes needed to be introduced in the Client's HR and accounting system, as well as in an independent Excel spreadsheet
2. The HR specialist verifies which data has been changed, comparing the form with the information contained in the organization's HR and accounting system and in the Excel spreadsheet
3. The HR specialist makes the necessary changes in the HR and accounting system and in the Excel spreadsheet

How did we solve the problem?

We recommended using RPA class solutions, i.e. Robotic Process Automation. RPA is a modern technology that changes the approach to repetitive business processes by providing repeatable, template-based processes to the machine.

What does the process look like after automation?

1. Employees send emails to the HR department about the change of data, enclosing the completed Excel form with the new data
2. The robot wakes up to the process after business hours
3. The robot goes through all the change reports and downloads data from the attached Excel form
4. Then, the robot compares which data has been changed to enter the correct data into the system
5. The robot then goes to a special Excel spreadsheet (for other needs) and there also updates the data, making a prior comparison of the given data
6. At the end of the work, the robot prepares a report on the changes made and sends it to an HR specialist
7. The next day, the HR specialist sees an e-mail from the robot with a list of changes made

What benefits have been achieved?

As a result, automation has allowed the Client to:

- eliminate the work during non-standard business hours of the said HR specialist
- process error handling
- minimize the load on production database systems by shifting the process execution to night hours
- make the process independent of the availability of human resources