

You get it.

Technology must go

beyond supporting business.

It must

advance it.

Together, let's make your products smarter. Your customer experiences more exceptional. Your people more productive. Your processes more profitable and your systems more powerful.

Let's advance every aspect of your business with digital at scale and speed.



Robotic Process Automation (RPA) HR Operations & Support



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Cognizant snapshot

OUR VITALS

Founded

1994

(Nasdaq: CTSH)

Headquarters

Teaneck,
New Jersey

100+

Delivery
Centers

~281,600

Employees
December 31, 2018

Revenue

\$16.13 B in 2018
(up ~9% YoY)

Revenue mix

NA: 76.2%

Europe: 17.7%

RoW: 6.1%

ACCOLADES

10 **Fortune**

Most Admired Companies
2018

Ten years in a row

87 **Forbes**

Top 100 Digital
Companies 2018

74 **Forbes**

Best Employers for Women
2018

195 **Fortune 500**

2018

573 **Forbes**

Global 2000
2018

16 **Barron's**

Most Sustainable Companies
2018

Agenda



Introduction to, and when is it smart to use robots?



What to consider when designing an automated process?



More details on our automated processes



Implementation experiences

Introduction

Robotic Process Automation (RPA)

RPA is applying intelligent software to do high-volume repeatable tasks that are usually time-consuming and mundane for human beings.

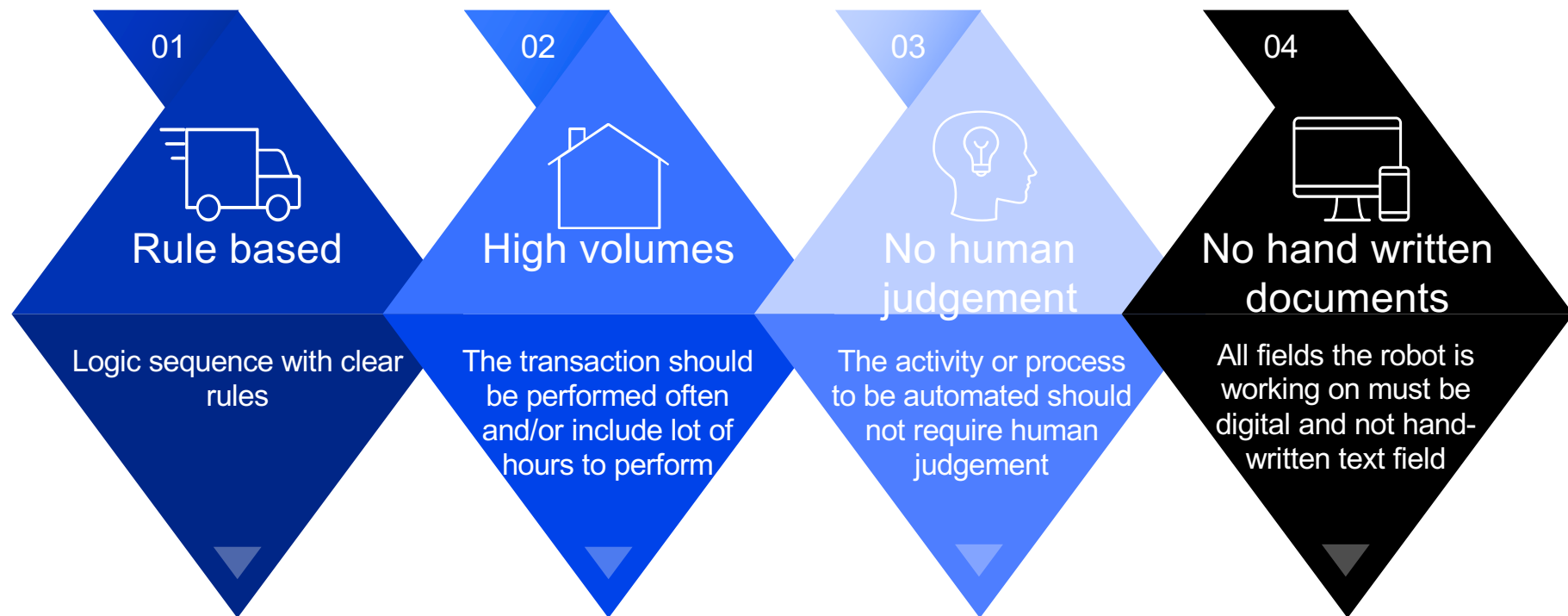
Flexible and cost efficient

RPA can create 25-50% cost savings while reducing human errors and improving accuracy. A software robot can work 24 hours a day and 365 days a year.

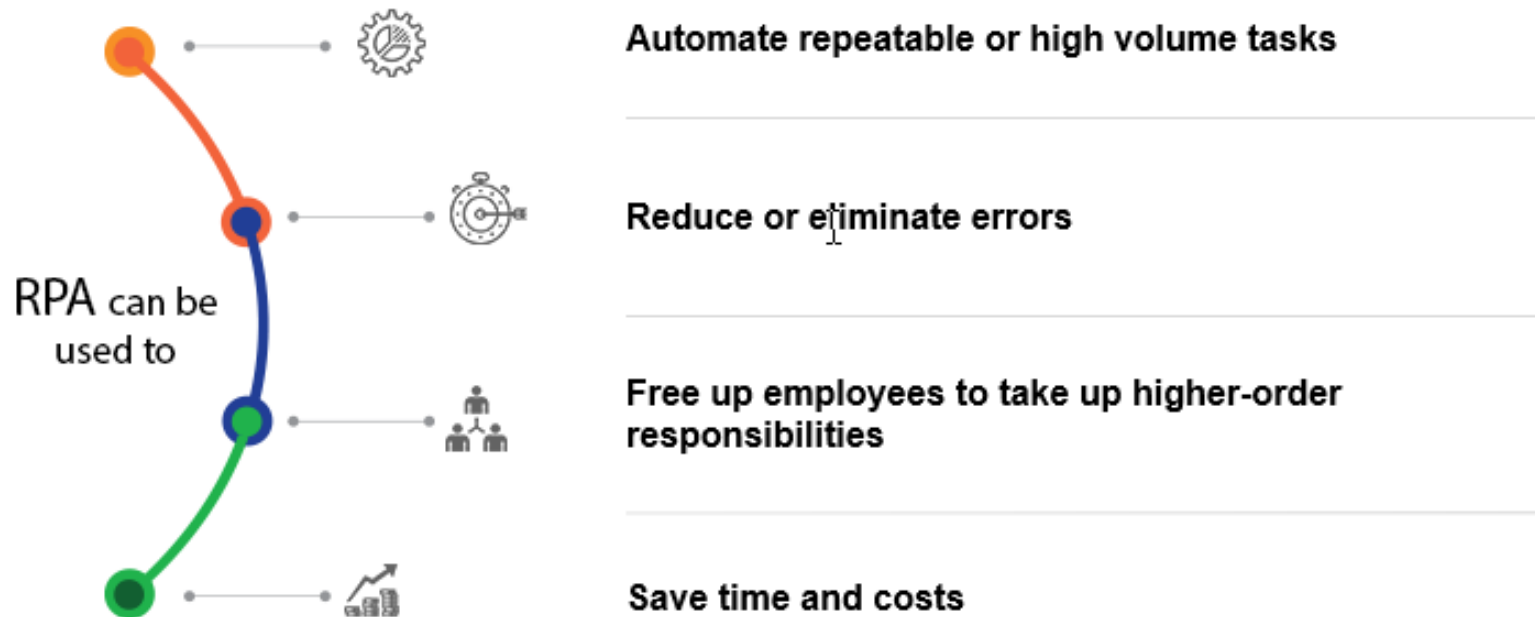
A team-member with great capabilities

The software robot helps you with reporting, data entry and analysis, archiving, email generation, conversion of data, ERP-transactions and so on.

Key criterias for a suitable RPA process candidate



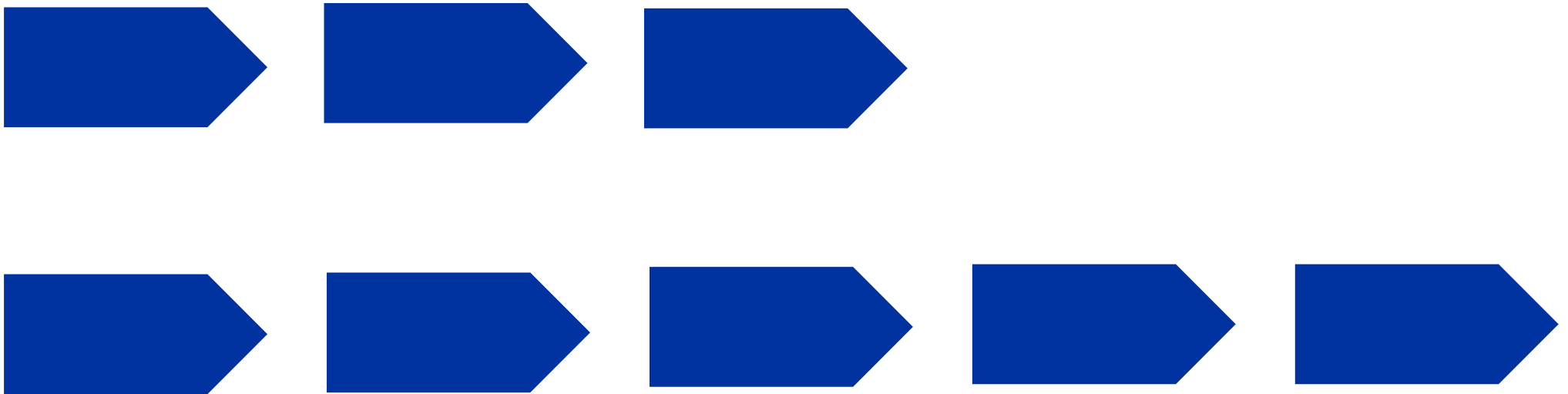
Robotic Process Automation is software mimicking human actions



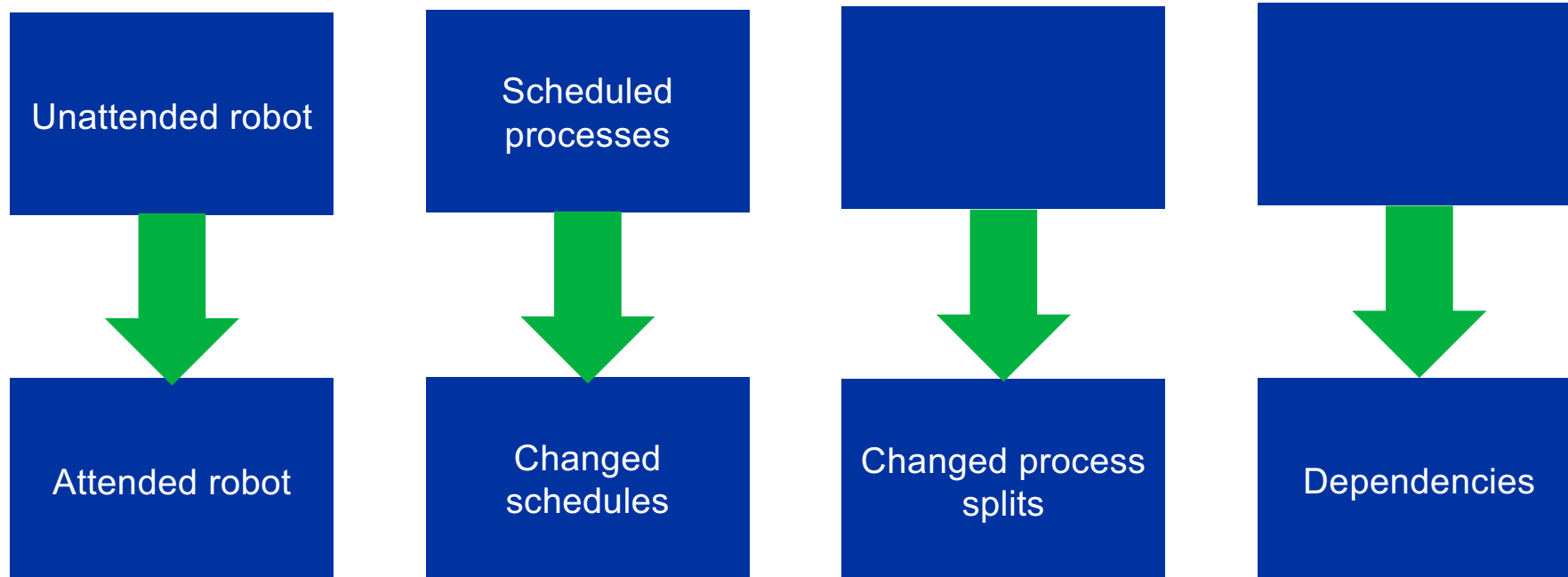
Why is RPA relevant for HR Operations & Support?



As is process – to be process



From what we expected to where we are today



Process notifications – output formats

Notifications

Consider necessary e-mail notifications – like, has the process stopped, is it complete, any technical notifications?

Output

- Shared folder
- Excel spreadsheet output

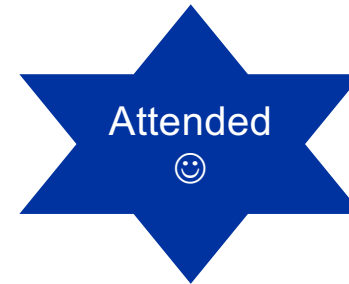
More about our experiences - automated processes

Registration of sick leave

HR Bot logs on to Altinn and finds all unread sick leaves, reads, checks and archives in Altinn

Bot logs on to SAP, checks and registers the sick leaves in IT2001

Sick leaves that are not standard are put in shared folder for manuel processing



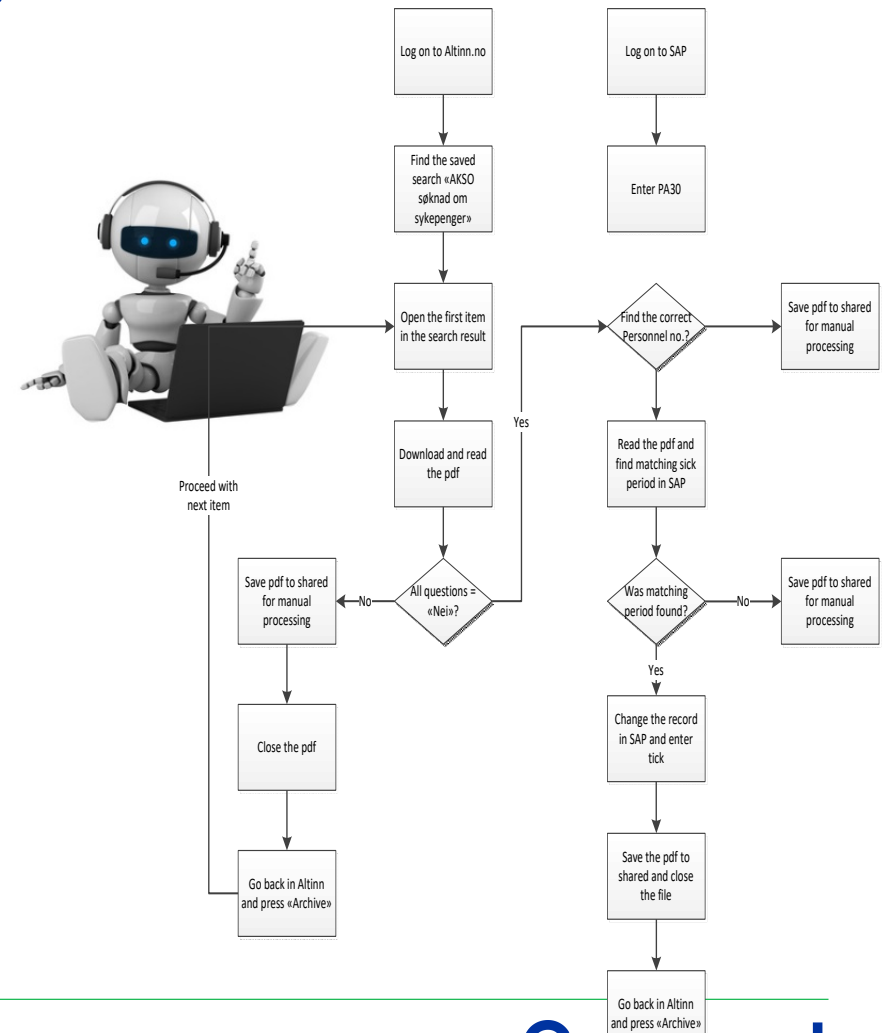
Process Application for Sick Benefits

Bot goes to Altinn and finds Application, reads, checks and archives in Altinn

Bot goes to SAP, checks and puts a tick in IT2001 verifying that Application is received

Archived in shared folder for upload to archive

Specific Applications are put in a shared folder for manual processing



Reimbursement of sickness benefit / parental benefits (MAIN / PRINT)

The Bot runs the transaction
MAIN in SAP



The Bot runs the
transactions PRINT

Sends XML files to
ACF

Stores XML files i
shared folder

Uploads files to SAP
EasyDMS

From shared folder to SAP (global solution)

All HR documents are
intermediately saved in
specific shared folders



The Bot empties all the
folders daily and uploads
to SAP electronic archive

From shared folder to SAP EasyDMS

PRINT documents and sick pay application are stored in a shared folder



Daily the Bot retrieves documents from the shared folder and uploads to SAP EasyDMS

Implementing – our experiences



Redesign the process



Write the Business Requirement Document



Testing



Go live and controlling phase



From unattended to attended bot



Our expectations were changed