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SBN - Automation

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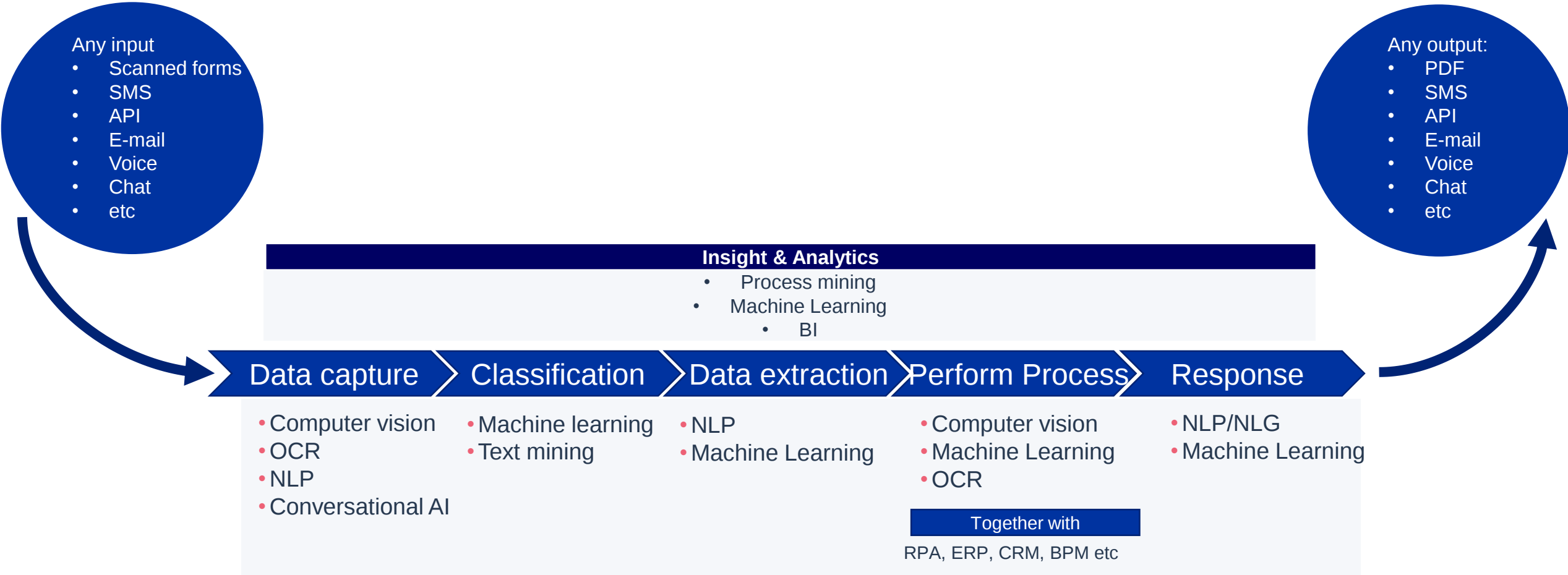
Agenda:

- The evolution of Intelligent Automation
- Benefits when using RPA/IPA
- Differences between on premise and cloud based solutions when implementing RPA
- Examples for automation to comply with GDPR and other standards
- Experience with combining SuccessFactors and automation
- Q&A

Evolution of IA capability



Intelligent automation today



RPA's Advantage

Cost Perspective	Customer Perspective	Employee Perspective
• Up to 80% cost savings at process level • Cheaper and easier than offshoring • More time for strategic work /value add) • Increased flexibility and scalability • Fast ROI, generally 100-300% in year 1	• Increased quality (up to 100%* vs. 80-90% accuracy) • Faster turnaround times • Increased predictability in processes • Service employees have more time for customer support	• More interesting tasks, less boring activities • Better working environment • Less overtime and weekend work • Less "unnecessary responsibility" (e.g. compliance, final controls)

● ————— RPA as the basis for new technologies such as AI ————— ●

The employee lifecycle



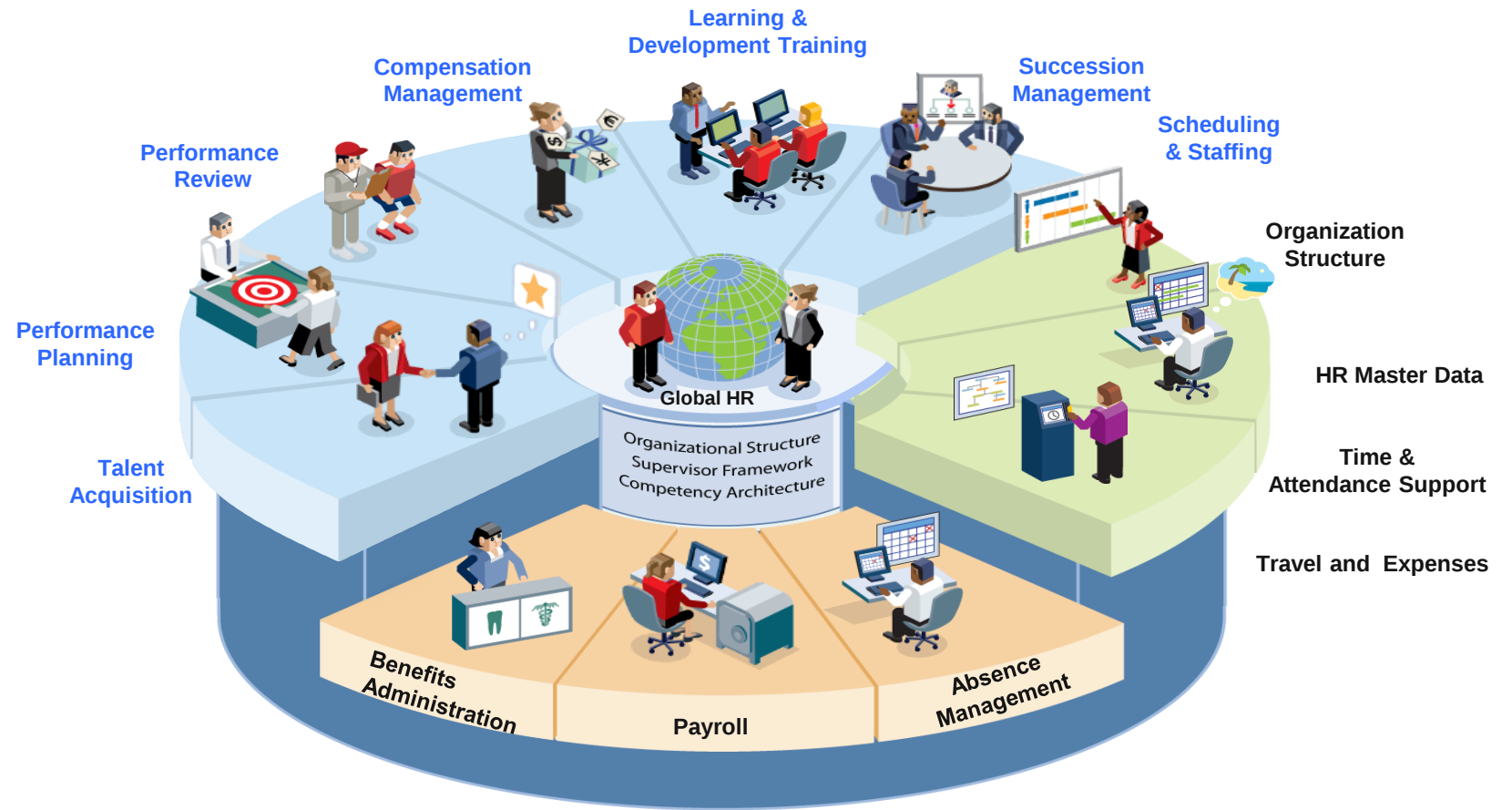
Strategic

- Improve workforce productivity
- Develop and retain "top talent"
- Focus on core-value-add
- Better employee experience

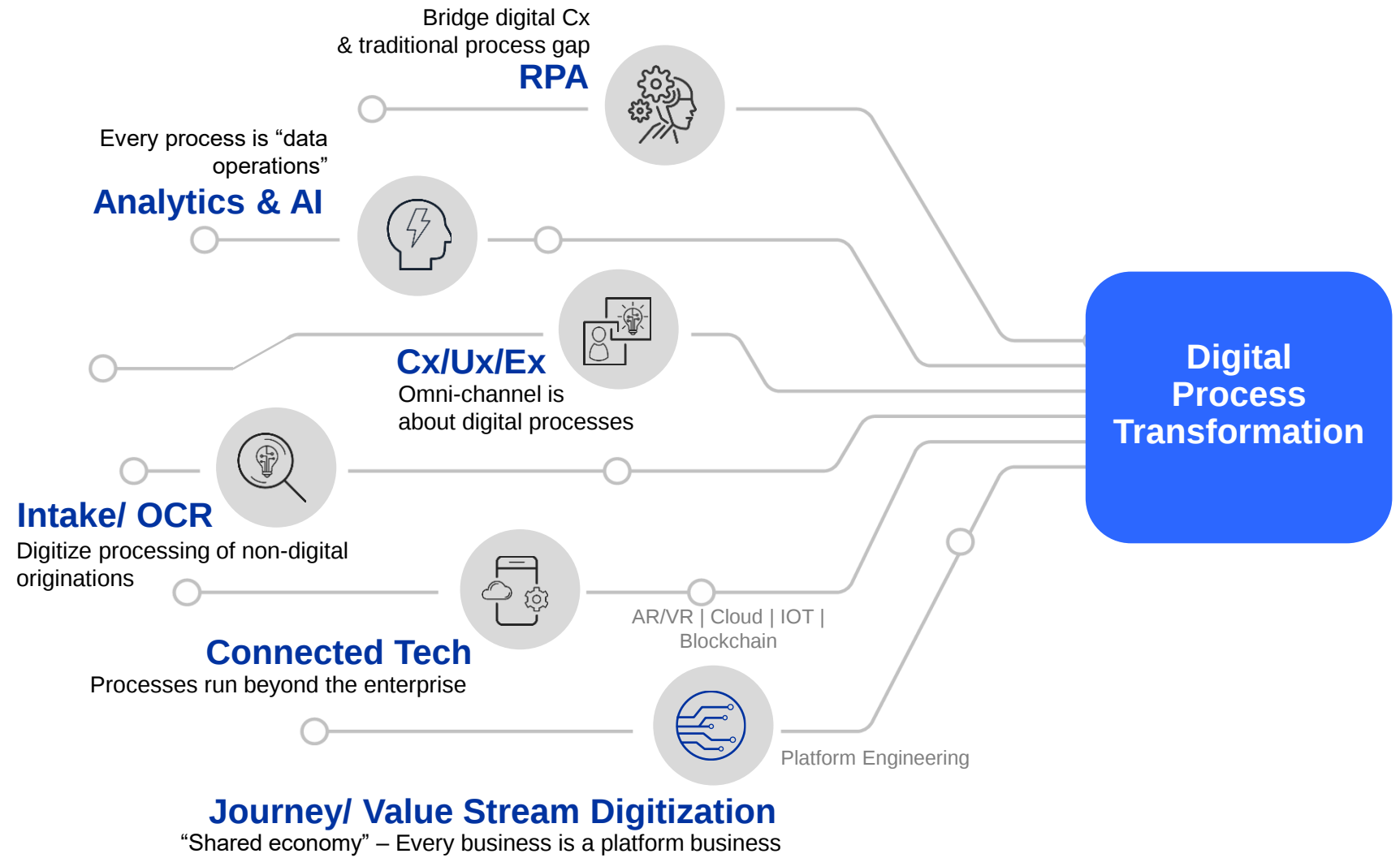
Operational



- Flexible HR Infrastructure
- Reduce costs, improve efficiency
- Technology transformation
- Workload optimization



Navigating the shift to digital while managing legacy



Robotic Process Automation for GDPR and other standards

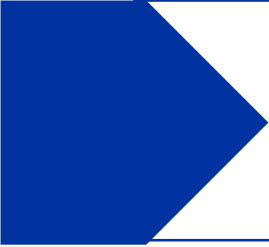
Agenda:

- What tools are used
- Benefits when using RPA/IPA
- Differences between on premise and cloud based solutions when implementing RPA
- Examples for automation to comply with GDPR and other standards
- Experience with combining SuccessFactors and automation

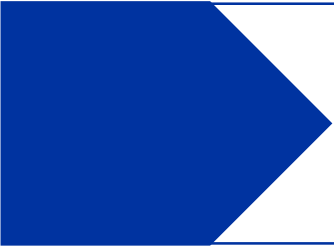
GDPR and Compliance



Automate to Comply



Automate Compliance



GDPR: Data Control and Deletion



GDPR: Data Retention and Control

SAP SuccessFactors – Automation Opportunities

On- / Offboarding

Challenge:

A large Nordic manufacturer handled on- and off boarding activities centrally. The hiring manager sent the employment contract to HR who then manually updated the systems and triggered the ordering of resources. The same procedure was used when employments ended. The process was prone to errors both negatively affecting the employee experience and driving cost.

Solution:

New templates was created and a new procedure with a central mailbox was put in place. Managers sent an email for new hires as well as employees leaving, and an RPA solution was introduced to maintained the mailbox. Picking up the mails the bot made the updates in SF and also triggered the provision of accesses, ordering of hardware and other employee related items.

Result:

99*% on-time delivery when onboarding
Decreased license spend with ~1.2MSEK per year

Interactive Employee Handbook

Challenge:

The HR helpdesk handled a great variety of questions, from questions regarding the employment, labor agreements, remaining holidays to assistance to update personnel records to advanced questions regarding labor law etc.

Solution:

A chatbot solution was implemented based on the employee handbook. It was initially designed as a FAQ but gradually grew into providing support and to be able to execute actions. The execution was handled by a combination by APIs and RPA solutions.

Result:

<40% decrease in incoming errands to the HR helpdesk

Employee Records

Challenge:

The HR department maintains employee record information in accordance with organization's corporate policies as well as federal and state laws governing record retention. The current process of maintaining a volume of 250k personnel files of new hire candidates and existing associates was time consuming and error prone and client was looking for an automation solution to enhance the process efficiency.

Solution:

An intelligent process automation solution was designed to automated the record maintenance process. This solution files, maintains and destroys personal information of employees in accordance with government and industry regulations. Bot organizes the repository to provide a better view and transparent record management system. Automating the record keeping processes allows the HR team to focus on the tasks that improve employee satisfaction and performance.

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Spørsmål?

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Takk!

COMPLIANCE, PROCESS EFFICIENCY & COST SAVINGS

Create requisition for external resources

Leading Service provider to Oil & Gas Companies in Nordic region

Challenge:

According to General Data Protection Regulation (GDPR), employer needs to provide employees with their personal historical information which is held in the company's system as and when requested. Data of employees who are no longer with the company had to be deleted from the relevant applications to remain compliant. According to the new regulations, the client had to provide the data within one month of receiving any GDPR requests to avoid any penalties. The HR team was spending more time in searching, structuring and presenting the information in the required format and the team lacked sufficient number of resources to handle the volumes within the SLAs.

Solution:

An intelligent process automation solution was designed to process GDPR requests that included deletion of data from the multiple systems and applications. A Bot now carries out the necessary search of the employees information in the relevant systems after carrying out the necessary validations and presents it in the required format to meet the regulatory requirement.

Outcomes:

Automation has resulted in reduction in handling time for gathering, structuring, presenting or deleting personal information

€20 Million

Penalty Avoidance

100%

Compliance with Regulatory Requirements

2850

Hours saved in structuring data

1120

Hours saved in data deletion

Capturing customer's data from various application for GDPR Compliance

One of the world's largest energy and utility companies in US and Canada

Background:

- Requestor (End Customer) calls the service desk to know about the personal details stored in the client's system
- This involves Manual work to extract customer data's from 7-8 applications in the form of pdf, word, screenshots etc. and share with the requestor
- Transaction time depends on customers data in each application

Solution:

- Extract customer's data from various different application.
- Validate the data as per pre-defined business rules
- Collect Necessary evidences in the form of Screenshot etc.
- Update the collected information against the customer's detail in in Salesforce application
- Share the details with the requestor
- End to end automation solution enabled to reduce transaction time and manual efforts
- Automation Anywhere tool was used to implement this solution

Business Benefits:

- **Quick Turnaround** in pulling Customer information from Enterprise applications as of GDPR compliance
- **Reduced risk** of data loss/breach
- Customer can see all personal data as well as other supplementary information in salesforce