EMPLOYEE LIFECYCLE MANAGEMENT

REDWOOD

▌ ROBOTIZED EMPLOYEE LIFECYCLE MANAGEMENT

An employee, full-time or contractor, rarely operates alone and touches multiple processes, functions and departments. We all understand the need to recruit, train and enable the best we can hire. However, employee lifecycle management often falls within silos, systems and departments.

Employee lifecycle management isn't just an HR issue. It's as an enterprise-wide responsibility.

There are numerous human capital management (HCM) application providers such as SAP, Oracle, Infor, Workday and others that assist with such issues, but the job is too big for any single application. The journey to improvement can be a huge challenge.

▌ FREEDOM FROM THE DAILY GRIND

In every aspect of HCM there are still unnecessary human costs of manual task execution that can be eliminated entirely with robotic process automation. Redwood's robots are trained in HR-related processes and understand the need to work across all relevant systems, organizations and functions while maintaining all the required governance, compliance and data privacy. Here are just a few of the robotic components that come built-in to the Redwood solution:

HUMAN RESOURCES AND PAYROLL

RECRUITMENT
Create Employee Requisition Request, Apply & Create Hiring Template, Create Offer, Send Offer & Monitor Acceptance

ON-BOARDING
Monitor Recruitment, Confirm Receipt of Contract & Documents, Check Work Eligibility, Create Employee Record & Update HCM, Payroll, Finance, IT, Expense Management, Create Equipment & Order & Track Delivery, Create User Access Request, Track Necessary Approval & Creation, Notify Line Manager & Functions, Book Induction & Other Training

PAYROLL
Monitor New Employee & Create Employee Data, Run Payroll Simulation, Error Handling & Apply Potential Fixes, Execute Payment Run, Confirm Successful Completion, Reconcile Employee/Cost Centre with Finance Application, Transfer Required (Month End) Info to Finance Applications

OFF-BOARDING
Confirm Termination, Start Termination Process, Monitor Compliance & Completeness, Calculate Final Payment & Update or Notify, Update Employee Record, Create Equipment Return Notification, Confirm Equipment Return, Remove System Access on Departure Date

BENEFITS & WORKFORCE MANAGEMENT
Calculate & Manage Share Plans, Calculate & Manage Other Benefits (Monetary & Non-Monetary), Workforce Planning, Time & Absence Tracking, Target Setting & Tracking, Prepare & Track Appraisals

MANUAL EMPLOYEE LIFECYCLE MANAGEMENT LEAVES YOU EXPOSED TO RISKS AND CHALLENGES

RECRUITMENT includes many manual steps, which can lead to good applicants and candidates being lost to the competition.

Recruitment often starts with requisition, approvals, agreeing terms and validation of vacancy, among other processes. If an organization does this with internal email, templates or Excel, this creates a decentralized set of data with multiple gaps in the process flows. This requires additional manual reconciliation efforts to close the gaps and ensure consistency.

The interactions flow between the hiring manager, finance, HR, recruiting agencies and other parties, adding additional errors and/or outdated data. This often leads to unnecessary delays and potential failure to meet major metrics related to getting the right number and quality of employees at minimum costs in the shortest possible time.

ON-BOARDING is often considered as an HR function but it touches the entire organization across multiple departments. It includes HR (e.g. offer acceptance), payroll (e.g. creation of payroll record), finance and accounting (e.g. providing the right cost center, updating financial planning), purchasing and fleet management (e.g. ordering and allocation of car and equipment), IT (e.g. creation of required user IDs on all applications) and facility management (e.g. providing access cards to buildings).

As all these functions typically use different systems/applications and – most importantly – are not entitled to access all information for data privacy and confidentiality reasons, many manual tasks are typically performed in order to provide and distribute the relevant data and processes.

RECRUITMENT OFFER

▼

OFFER ACCEPTANCE
Name, Manager, Grade, Pay, Bonus, Car etc...

▼

01 **HCM**   02 **IT PROVISIONING** User ID, System Access   03 **FINANCE & EXPENSES**   04 **EQUIPMENT** PC, Phone, Ticket   05 **PAYROLL**

Redwood can bridge these gaps by automatically creating all relevant data and system entries, initiating workflows and interacting with colleagues who perform tasks that cannot be robotized (e.g. confirmation of physical laptop distribution), while ensuring correct processing of all steps and fully compliant data protection.

MANAGING PAYROLL includes all steps relevant to correctly processing payroll. It covers tasks such as master data management, execution of payroll, validation and correction of erroneous data, necessary reconciliations and reporting across different systems.

BENEFITS AND WORKFORCE MANAGEMENT covers and supports all aspects of HR-related topics relevant to current employees such as workforce planning, time and absence tracking, target setting and monitoring of progress as well as preparation of appraisals. As many steps require human interaction (e.g. providing feedback about an employee's performance, updating systems due to an employee move across different cost centres, departments, legal entities etc), efficient management and monitoring of these workflows is essential to avoid wasted time and effort.

TALENT MANAGEMENT is also an important part of day-to-day HR operations, despite being a challenge for most industries. It can be manually intensive to verify that all employees have the correct training assigned to them and have completed it successfully (especially important for governance and compliance-related training). Often, data isn't available in a central source which leads to numerous manual mappings and reconciliations.

With Redwood Robotics software, all these tasks can be automated with the application of clear rules. Furthermore, for individual training, robotic components can help to ensure data integrity across all systems and provide complete, accurate reporting.

Managing benefits can be an incredibly complex task. It can cover forecasting and accounting of benefits, benefit calculation based on relevant plans, plus the actual recording and execution of these benefits. In very large organizations, these areas can involve very complex calculations that draw on data across multiple systems and often involve material value.

OFF-BOARDING includes all aspects of a departing employee – from receipt of the notification, either from the employee as a resignation or the employer. This triggers processes across many departments. Additional processes, such as final performance appraisal and collection of data for testimonials, can also involve many people. Failing to robotize these tasks can result in access rights not being revoked or expensive licenses not being returned to a pool for re-use.

The net result of these failures can be severe security, governance and compliance issues, as well as additional costs.
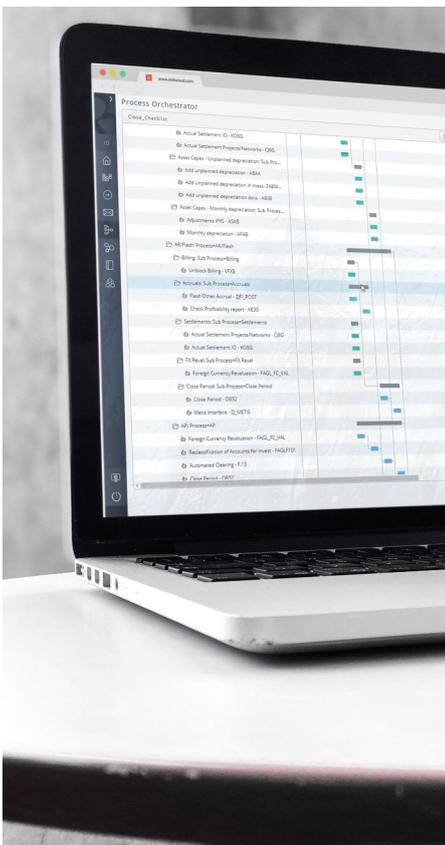
POTENTIAL SECURITY issues can occur across all phases of an employee lifecycle. For example, unused new accounts with default passwords or segregation of duties issues, and sensitive access issues as an employee changes department, can pose potential security risks.

Errors in data entry and synchronization can result in inconsistent and incorrect use of key employee information, such as their name, job title, grade and cost center across all applications. For example, incorrect cost center allocation can lead to an interface failure between payroll and finance applications during critical periods, such as month and quarter ends.

PROCESS ORCHESTRATION is essential as common HR processes span functions and departments. It is important these processes are performed in their entirety with all the necessary governance and approvals. For example, car and equipment tickets might be raised, but the failure of timely processing might result in unsatisfied managers and employees. This will subsequently need to be chased via various manual functions. Also, the correct sequencing of tasks (e.g. setting up an ERP user ID before the AD/LDAP team has created an account and email address for the employee) will result in errors and inefficiencies.

When you automate process orchestration with Redwood Robotics, you can correctly sequence tasks to avoid errors and inherent inefficiencies.

ASSET MANAGEMENT: Tracking company-issued assets can often be equally difficult and often lead to uncollected laptops, mobile phones and company credit cards. Unused software user licenses can often lead to the unnecessary purchase of additional licenses.

PROCESS TRACKING AND AUDIT TRAILS: With so many different processes being performed by different departments, it's little wonder why that it's so difficult to track the progress of these activities whenever an employee starts, moves around or leaves an organization.

TIME AND EFFORT: Unless you have implemented a single application that takes care of your HR, payroll, expense management, finance, ticketing and IT management, it is quite likely that vast majority of the above steps are managed manually, leading to delays as well as unnecessary manual effort and cost.

REPORTS AND ANALYTICS (monitoring, audit, compliance) and HCM-related reporting is another important function across the entire hire-to-retire process.

Redwood Robotics software manages all these manual processes and automatically links all participants and data, ensuring consistency, transparency, and fast processing across the entire lifecycle. The result is typically 60%-70% automation across HR and departmental functions.

EXAMPLE OF A ROBOTIZED LEAVER PROCESS

The vast majority of steps can be performed fully automatically. Of course, number of steps, iterations, check points, and any other deviations are entirely configurable to specific organizational requirements.

ROBOTIC PROCESS

01	02	03	04	05	06	07	08
Start leaver process	Inform pay/ finance	Assets to be returned	Inform finance	Notify customers	System accesses revoked	Make final payment	Update HRIS

REDWOOD ROBOTICS SOLUTIONS FOR HR

With more than 25 years experience, Redwood focuses on every key area required to achieve high levels of automation, efficiency and compliance. These include:

- An ever-growing catalog of ready-to-use process components that work across multiple systems and platforms – MS Active Directory, SAP, Oracle Apps, AS/400, Unix, and other cloud or on-site apps via API/ SOAP such as Salesforce and others.

- Built-in robotic components that perform common task such as run reports, download to Excel, manipulate data, perform calculations and reconciliations, distribute report, chase for approvals and take actions in case of delays.

- The ability to automate create/update/delete users, and role provision in all required underlying systems.

- The capability to perform activities based on events, triggers or schedules.

- The power to automatically detect errors in the process and either correct based on existing rules or alert the appropriate individuals and managers.

- Full accurate audit and compliance records across automated and manual processes.

Our pre-configured robotic components provide all the necessary functions to fully automate recruitment between on-boarding, off-boarding, payroll and other employee-related activities.

FOR MORE DETAILS, CONTACT YOUR REDWOOD REPRESENTATIVE OR VISIT WWW.REDWOOD.COM