



CUSTOMER SUCCESS: AUTOMATED QUALITY AND COMPLIANCE FOR HR PROCESSES

Human Resources (HR) outsourcing giant uses Redwood's RunMyJobs® to spearhead its Global Transformation Program, automating processes for clients in more than 100 countries.

TOP-CLASS HR: A GROWING ENDEAVOUR



NGA Human Resources (formerly NorthgateArinso) offers business solutions for HR processes including HR outsourcing, payroll outsourcing and consulting. Over 20% of the FORTUNE Global 500® are NGA customers. With 8,500 employees, NGA provides HR and payroll services to millions of employees each day in more than 100 countries – including to 40% of all the people employed in the United Kingdom.

CHALLENGING COMPLEXITY



Following a number of large, international acquisitions, NGA's IT infrastructure became more complex, posing challenges to the enterprise IT team. "We have strict SLAs that we must always support for payroll and other critical HR processes," explains Ralph Bruner, Global Production Control Services, NGA. "With our newly combined global enterprise, our landscape became more complex. It was harder to keep everything going without increased manual effort. Our goal was to integrate our network worldwide and automate as many processes as possible."

"Initially, our efforts involved a lot of 'schedule-scan-process'. We would manually add and remove items from our job queue, but we maintained consistent service," says Bruner.

The NGA IT team began to look for a solution that would enable them to automate across a variety of HCM applications, and bring its global enterprise under a single method of control and automation.

KEY POINTS

- ▲ HR processes require complete accuracy, compliance and reliability.
- ▲ NGA originally maintained process integrity through manual, 24-hour oversight.
- ▲ Growth and acquisitions made its everyday activities even more challenging.
- ▲ With RunMyJobs, NGA now consistently controls processes throughout its global enterprise.
- ▲ It's now expanding automation to thousands of inbound and outbound interfaces and tasks, including those for payroll and tax provisioning.



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RunMyJobs changed the way we approached automation from reliance on manual oversight at every step to an enterprise-wide approach we could use on a global scale.

—Pete Cortes, Technical Director SAP® and Production Control Teams

TIME TO AUTOMATE



In 2012, NGA implemented RunMyJobs as their enterprise-wide automation engine. “RunMyJobs breaks the costly cycle of firefighting and manual intervention across business and IT processes, speeding them up and

improving accuracy and reliability,” says Pete Cortes, Technical Director SAP and Production Control Teams. “The process automation we achieved with RunMyJobs – even in the early stages – gave us tremendous improvements in efficiency and quality.”

AWARD-WINNING RESULTS



“Thanks to Redwood, we’ve successfully integrated various core HR applications in our HR services landscape, both in the cloud and on the premises. We are now automating thousands of inbound and outbound interfaces across our extensive human capital management (HCM) enterprise applications, including those for payroll, tax provisioning – everything,” says Cortes. “And we do these consistently while also supporting a wide variety of different tax withholding, compliance and procedural guidelines depending on the country or region.”

RunMyJobs also helps NGA integrate and automate custom-

made applications, bringing every step in their processes together no matter where it resides or how it was developed. “Our goal now is to expand how we use RunMyJobs to dramatically reduce manual effort.” says Bruner.

“After using RunMyJobs for just over a year, we’ve started a Global Transformation Program to bring all of our processes together and automate as much as possible,” says Bruner. “This approach is critical to NGA as a global HR service provider. We must have highly automated, reliable, repeatable and accurate processes for all of our customers. We can’t waste time fighting fires. Redwood gives us the process automation we need to move forward.”

