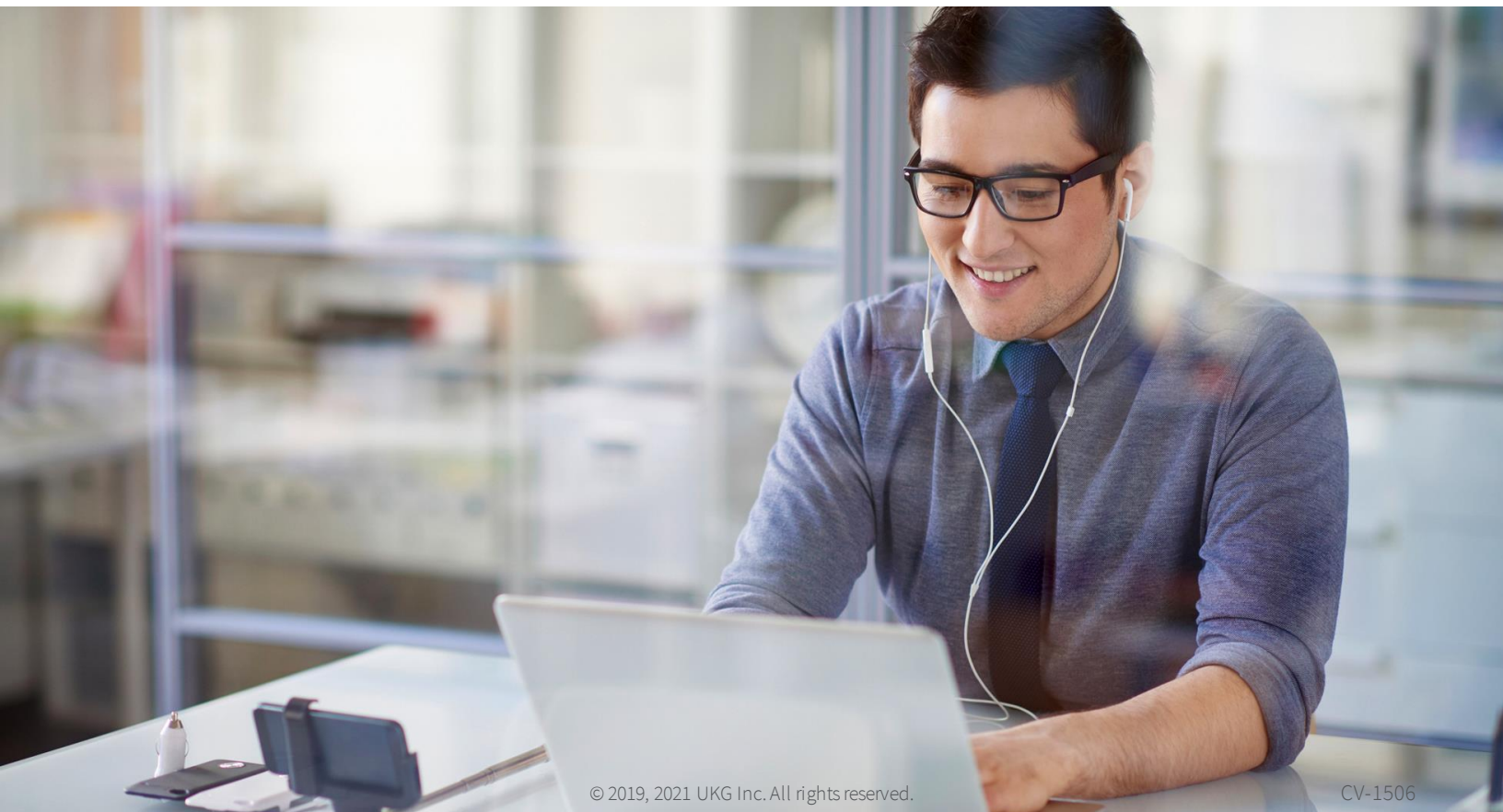


How Robotic Process Automation (RPA) Technology Transforms HR Operations

The future of work is collaborative, digital, multi-channel, and cross-functional—and HR operations are no exception.

Leveraging the UKG HR Service Delivery (HRSD) platform and emerging workplace technologies like Facebook Workplace and Slack, UKG is innovating digital process orchestration in order to revolutionize how HR Operation teams work and the service they provide employees every day.

Taking UKG HRSD process automation capabilities to the next level, Robotic Process Automation (RPA) uses bots to automate back-end tasks, complete tasks across different systems, and notify HR teams when a new task is created or completed. RPA lets users more naturally interact with the channels they prefer to use, instead of navigating multiple applications. UKG HR Service Delivery RPA takes on the burden of required administrative tasks on behalf of employees, managers and HR teams giving them back time and resources to do the work that matters most.





RPA Defined

Robotic Process Automation (RPA) enables relevant communication between software systems without human intervention.

According to Gartner, Robotic process automation (RPA) tools perform “if, then, else” statements on structured data, typically using a combination of user interface (UI) interactions, or by connecting to APIs to drive client servers, mainframes or HTML code.

RPA technology uses common user interfaces or APIs to interpret other systems and then deploys bots to take actions, such as processing a transaction, triggering a response or action, or manipulating data — essentially mimicking the repeatable actions a human would typically perform in a software application.

How the UKG HRSD Platform Uses RPA

RPA takes UKG HRSD from process automation to process **orchestration**. The UKG HRSD platform utilizes RPA to facilitate multi-application workflow management and deep integrations in order to orchestrate each specific complex process.

For example, instead of an HR user receiving a form and then manually initiating a process or generating a document, UKG can receive the form and take that data to populate the information required to initiate the process or generate the document — **without human intervention**. A bot could automatically open a case in the case management module, UKG Pro™ People Assist, when it identifies missing data or errors, routing the case to the right person or team in HR to resolve the error.

Beyond the UKG HRSD platform, our customers can integrate with workplace technologies like Slack, Facebook Workplace, Okta, Google Apps, and DocuSign - as well as traditional HR applications like the HRIS, ATS or LMS. RPA workflows bring data in and out of these systems in order to **surface relevant information, eliminate manual data entry, avoid duplication of data entry, and send alerts** to the appropriate HR team. The back-end bots communicate with these systems, thereby automating HR tasks that were previously not possible to automate.

Key benefits

By listening for event-based triggers, RPA bots complete tasks in a process without human intervention. This enables you to:

1. Execute and complete processes faster
2. Reduce errors
3. Eliminate manual work
4. Orchestrate processes across multiple systems





How UKG HRSD Customers Use RPA to Orchestrate HR Processes

UKG takes a deliberate, bold approach to incorporating emerging technologies into the platform. We begin by **working with customers** to define use cases, ensuring we are not spending time developing “cool” technology that doesn’t actually provide value for our customers. By using bots to complete steps in processes, errors are reduced, and the processes are completed faster. Due to customer demand, the initial HR processes we are orchestrating with RPA are:

- Verification of Employment letter generation
- Annual compensation increase process
- NY State Wage process
- Compensation statements Document creation, signature, and filing for contracts, letters, and certificates
- Onboarding

Our Approach to RPA

UKG’s approach is **API-driven** for stability and template-based for efficiency. Our bots use API calls - instead of scripts - to send data back and forth, ensuring there won’t be a breakdown when an application’s user interface changes. This means less maintenance work and reduced risk for our customers.

Our **template-based** approach gives us the ability to create **a library of reusable code** — meaning it will be simple for our customers to replicate common use cases and integrations.

At UKG, Our Purpose Is People, and we believe that organizations succeed when they focus on putting people first. Our HR Service Delivery platform includes case management, process automation, and proactive document management capabilities that empowers HR, managers and their employees to boost productivity, increase employee engagement, and manage global compliance. With more than 12,000 employees around the world, UKG's own workplace culture has been named a best place to work all over the world, including consecutive years on Fortune’s 100 Best Companies to Work For list.

To find out more about how we can help, contact us today

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