



## The HR Workplace of the Future

The future of work is collaborative, digital, multi-channel, and cross-functional — and HR operations are no exception. Leveraging PeopleDoc by Ultimate Software's HR Service Delivery platform and emerging workplace technologies like Facebook Workplace and Slack, PeopleDoc's newest innovation in process orchestration **revolutionises how HR Operations teams work and the service they provide employees every day.**

Taking PeopleDoc's 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. PeopleDoc 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.

### RPA Benefits

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

- ▶ Execute and complete processes faster
- ▶ Reduce errors
- ▶ Eliminate manual work
- ▶ Orchestrate processes across multiple systems

## How the PeopleDoc Platform Uses RPA

RPA takes PeopleDoc from process automation to process **orchestration.** The PeopleDoc platform utilises 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, PeopleDoc can receive the form and take that data to populate the information required to initiate the process or generate the document — **without human intervention.** Or, a bot could automatically open a case in the Case Management module when it identifies missing data or errors, routing the case to the right person or team in HR to resolve the error.

Beyond the PeopleDoc 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.





## How PeopleDoc Customers Use RPA to Orchestrate HR Processes

PeopleDoc 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.

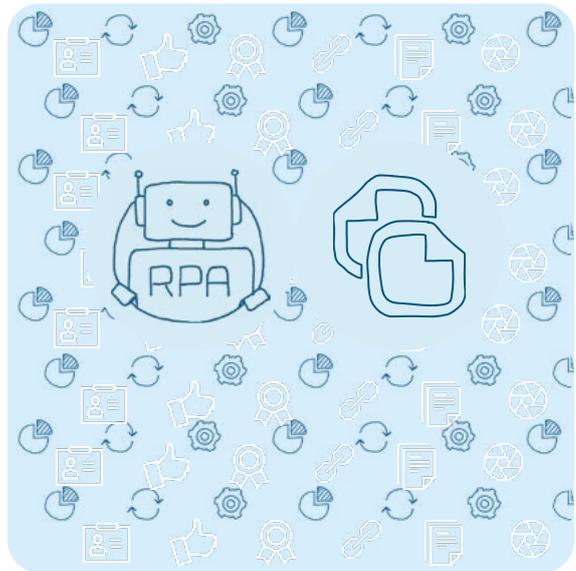
By using bots to complete steps in processes, errors are reduced and the processes are completed faster. Due to customer demand, the initial HR processes we are orchestrating with RPA are:

- ▶ Annual compensation increase process
- ▶ Compensation statements
- ▶ Document creation, signature, and filing for contracts, letters, and certificates
- ▶ Onboarding

## PeopleDoc’s Approach to RPA

PeopleDoc’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.



## PeopleDoc by Ultimate Software

PeopleDoc by Ultimate Software is committed to putting people first. The PeopleDoc HR Service Delivery platform helps HR teams upgrade the employee experience, improve HR agility, and ease compliance management.

PeopleDoc’s cloud solutions provide employee case management, knowledgebase, process automation, employee file management, and eVault capabilities. PeopleDoc is part of Ultimate Software, a leading global provider of cloud-based human capital management solutions serving thousands of customers worldwide.

More information about PeopleDoc by Ultimate Software is available at [www.people-doc.co.uk](http://www.people-doc.co.uk).