HR Picks Up Automation Steam as PMG Streamlines Time-Intensive Processes

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Human Resources Can Be a Tough Gig

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Not only are you responsible for company and employee well-being, not to mention legal protection, but it's also a department where your intentions are only as good as your processes. Too often, you can get bogged down in manual activities – from new employee hiring and leave requests to onboarding and performance appraisals – these processes are time-intensive and arduous.

Despite this, many organizations keep the status quo, regardless of the benefits technology and automation can bring. In fact, according to AIIM,[1] the Association for Information and Image Management, about half of companies today still rely on paper for:

- Employee file management
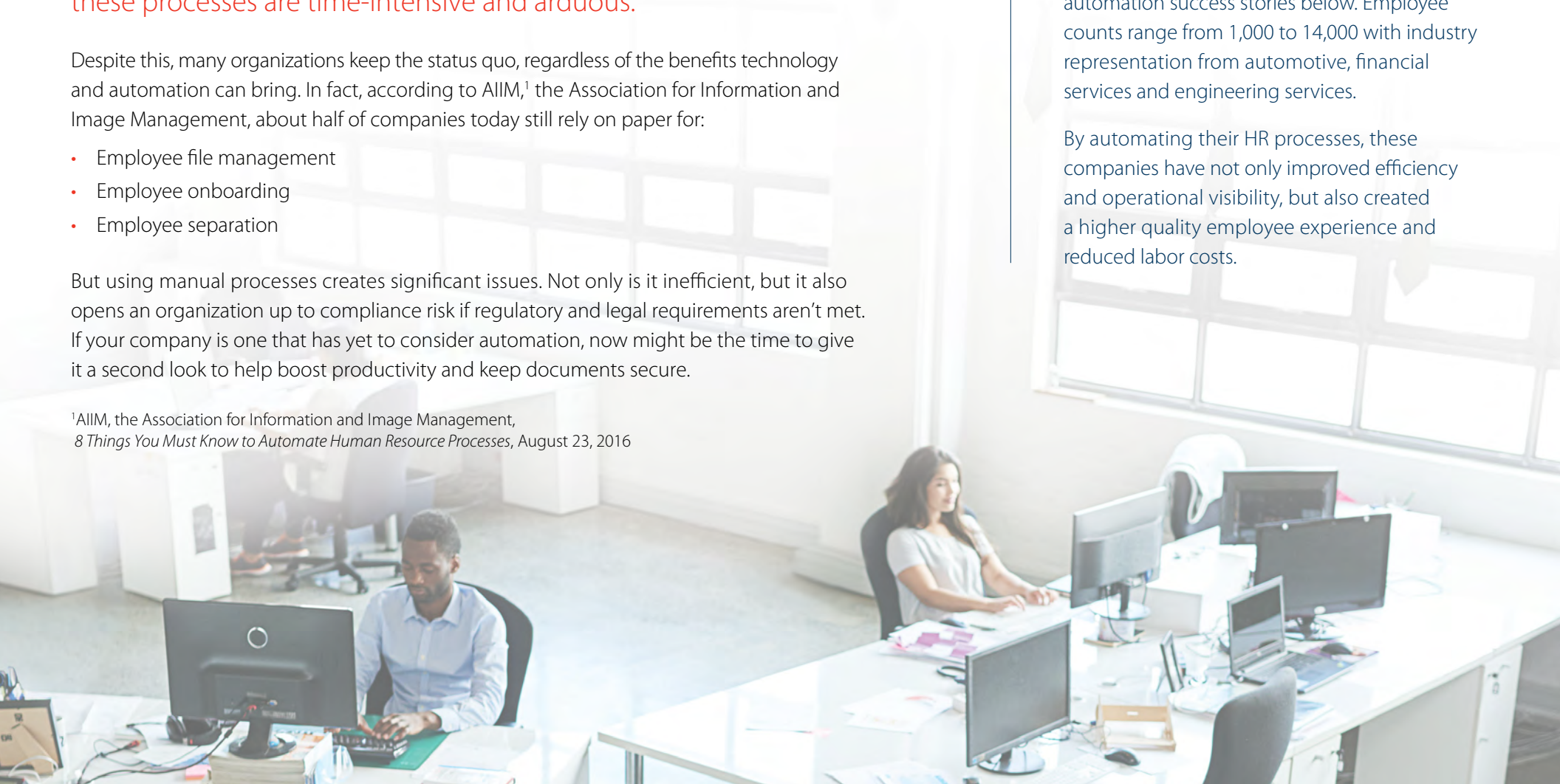- Employee onboarding
- Employee separation

But using manual processes creates significant issues. Not only is it inefficient, but it also opens an organization up to compliance risk if regulatory and legal requirements aren't met. If your company is one that has yet to consider automation, now might be the time to give it a second look to help boost productivity and keep documents secure.

[1]AIIM, the Association for Information and Image Management, *8 Things You Must Know to Automate Human Resource Processes*, August 23, 2016

THREE REAL-WORLD AUTOMATION USE CASES

Organizations of almost any size and in any industry can benefit from converting manual tasks into automated workflows. To help illustrate this, we've compiled three short company HR automation success stories below. Employee counts range from 1,000 to 14,000 with industry representation from automotive, financial services and engineering services.

By automating their HR processes, these companies have not only improved efficiency and operational visibility, but also created a higher quality employee experience and reduced labor costs.

Reducing Onboarding Time by 56 Percent

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With thousands of employees across five continents, Parsons Corporation (Parsons) conducts onboarding year-round. Averaging 67,500 labor hours annually, the process was a pain point for the firm.

Manual systems resulted in buried emails, unnecessary phone calls and a lack of visibility into operational progress. Parsons needed an automation solution to increase the efficiency of and visibility into its onboarding process while maximizing resources.

MAKING THE FIRST HOUR OF AN EMPLOYEE'S FIRST DAY PRODUCTIVE

With PMG's Digital Business Platform, Parsons reduced the time needed to onboard an employee by 56 percent. The company was able to interface with pre-existing systems, which required minimal coding, offered robust workflow management and provided advanced reporting to monitor tasks and track performance.

Since implementation, Parsons has automated more than 30 processes ranging from granting system and application access to hardware and software provisioning. PMG provides low-code workflow engine, allowing Parsons to automate manual emails and service requests, expediting processes and virtually eliminating miscommunication between IS, HR and other departments. Activities such as network access, workspace assignment and equipment provisioning can now be done with just a few clicks.

"Not only has PMG simplified onboarding, they've improved our visibility. The entire process, from granting network access to providing assets and physical workspace allocation, occurs in one workflow. We can document and track operations with unprecedented accuracy, eliminating those excess emails and status calls."

MICHAEL LAWRENCE
SENIOR BUSINESS PROCESS RE-ENGINEERING
PARSONS

PARSONS

Taming the Manual HR Process "Monsters"

When you work for a company with more than 6,000 employees scattered across 32 globally dispersed locations, consistency and visibility remain crucial to your success. Knowing this, Kautex Textron sought a way to unify and streamline a series of inefficient HR training request processes, which could have a life cycle of nearly one year, between the trainee, approving manager and global HR team.

With all training requests dependent on manual implementation, Kautex's IT team tapped PMG's Digital Business Platform to streamline activities while implementing a universal process for greater consistency across Kautex's globally dispersed offices.

VALUE OF HR TEAM SHINES

After identifying chokepoints in the training request processes, Kautex leveraged PMG's low-code platform to develop an alternative, automated workflow for implementation. Now, the HR team can rely on time- and activity-triggered notifications to ensure training requests keep progressing toward completion.

Kautex also saw an opportunity to drive operational visibility with PMG. Using the Digital Business Platform's reporting functionality to build in-depth performance reports, Kautex's IT team enabled HR to more easily monitor, track and analyze annual training requests at a higher level. Perhaps most importantly, PMG's drag-and-drop workflow designer allows Kautex to easily tweak their processes at will.

> "In situations like this, it's great to have PMG in our arsenal. The system is robust enough to address complex issues yet nimble enough to allow us to be independent. I've yet to find anything that people have requested that we haven't been able to do."
>
> JON JENKINS
> MANAGER OF IT BUSINESS PROCESS AUTOMATION
> KAUTEX TEXTRON

Secure and Efficient Automation

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When 1st Franklin Financial Corporation's (1st Franklin) IT team began looking for ways to improve the company's paper-based, manual HR processes for its 1100+ employees located across hundreds of offices in multiple states.

The team wanted to automate HR activities ranging from routine personnel changes to annual reviews and raises – all of which were a real challenge due to approvals needed across the multitude of loan offices.

NO EMPLOYEE UPDATE LEFT BEHIND

Looking to streamline its onboarding process, automate access and identity management, and track statuses, 1st Franklin selected PMG. Now, 1st Franklin has streamlined the new hire process and gained visibility of each stage in the onboarding process. New hire information can be submitted, approved and processed all in the same day. Better yet, it's done accurately, so new hires can quickly become productive.

All employee records update, whether complex or simple – including payroll and salary changes, training certifications, new titles, or even a change of address – are also automated. In addition, daily personnel action reports detail all changes made to the company's employee records for that day, from changes in title to changes in address updates. Plus, 1st Franklin is leveraging PMG's powerful integration ability to work with any system, including Active Directory (AD) and their payroll systems, simplifying processes even further.

> "Using PMG provides us with a huge advantage because now we are aware of delays in the process and we can identify the step in the workflow where the issue has occurred."
>
> MIKE HAYNIE
> EXECUTIVE VICE PRESIDENT OF HR
> 1ST FRANKLIN FINANCIAL CORPORATION

1st Franklin Financial
Serving Our Neighbors Since 1941

Beyond HR

As for what's next, all three companies plan to expand their usage of PMG outside HR into other areas of the enterprise, such as off-boarding, labor management, project approvals, capacity management, travel abroad requests, and vendor management.

Interested in learning how you can simplify your HR processes, as well as your workload, with automation? Send us a message at sales@pmg.net and let's discuss how to put automation to work for you.

ABOUT PMG

The Global 2000 rely on PMG's Digital Business Platform to streamline operations and increase ROI. By automating processes and integrating systems while improving user experience and enhancing collaboration, PMG delivers better results, faster, to business and IT managers. Our low-code BPM platform is configurable and supports constantly evolving business needs for solutions ranging from case management and compliance to IT process automation and HR enablement.