



IN SOITRON, WE “EMPLOYED”  
A ROBOT THAT CAN HANDLE  
A HALF-HOUR PROCESS  
IN 30 SECONDS, ON ITS OWN

## 1 Requirements

- \* Speed up, facilitate and refine the onboarding process (new employee integration) associated with lots of administrative work.
- \* Relieve this administrative burden from as many people as possible.
- \* Minimize process error rate (incorrectly entered data, etc.).

## 3 Outcome

- \* The onboarding process was shortened from half an hour to 23 seconds.
- \* Routine agenda formerly done by 5 people can now be handled by a single robot. Those people have now time for more important tasks.
- \* From the very first day, new employees can focus on their actual job. They have access to all relevant apps and accounts.
- \* We have streamlined our internal processes, cleaned databases and eliminated errors.

## 2 Solution

- \* Automate the onboarding process through RPA (Robotic Process Automation).
- \* Map all actions that people have to do as part of onboarding a newly hired employee.
- \* Optimize weaknesses in internal processes.
- \* Define automation rules, program the software, test and deploy it to productive operation.

## Background

To do their job, new employees needed various access rights, which often was not prepared for them on their first day at work. They dealt with it on ad-hoc bases across multiple departments, which was often time consuming for them, but also for other colleagues. That is why we decided to have a closer look on **the onboarding process**. What we found was that the process is comprised of many routine micro-operations and, unless they are part of a template, people in charge may not always do them properly, or sometimes at all.

The onboarding process of a new employee starts with the Human Resources Department (HR) that selects the winning candidate from multiple applicants. Then comes the round of operations with the involvement of HR, but also Internal Communications Department, IT Department and the Service Desk. HR collects various data from the applicant. The completed form with the data of the new employee is then sent to several departments, as well as to the line manager of the new colleague. On top of that, HR contacts Help Desk to establish an mail account, access to financial, reporting, CRM and other systems the new employee will need for their work. To make it even more difficult, every employee has a different level of authority and needs access to different applications. All of this made the process longer and more complex, which naturally led to errors.

*"We calculated that the onboarding of one new employee required more than 30 minutes of processing. On average, 24 new employees start their career at Soitron every month. So, for new employees to have everything ready on the date of their arrival, it takes 12 hours of work a month, conducted by 5 people from 4 different departments. This is what we wanted to change and unburden people from this tedious tasks,"* says Viktoria Lukáčová, the team leader for new product development.

## Solution

Long gone are the days when automation was the exclusive domain of mechatronics in the engineering or manufacturing industry. One of the applications now is **the robotic process automation**. Password resetting, wage or bank account statement processing, invoice uploading, order processing, contracting, warehouse management, and more. In short, robots, or actually software, can now be thought to perform any repetitive rule-based process.

A special team was created to identify and gradually automate several internal processes. The common denominator of these processes was their routine nature and regularity. The onboarding process was literarily the perfect fit.

The project team mapped and consulted the requirements with all departments involved in the process. This internal "audit" revealed a large number of errors that have been corrected by automation. The preparation phase and the optimization of the processes to be automated took about 2 weeks. Subsequent rollout was a matter of 2 months.

*"I have never seen such a good team work on an internal project. Everyone was very helpful, because they knew that at the end of the day it would make their job much easier and save them lots of time."*

**MARTIN GAZDÍK**

Soitron, application developer and project leader

*"We updated namely the operations related to accesses to information systems, but in the future, we plan to also extend it to other processes, such as employment contract generation, PC and phone ordering, automatic sending out invitations for mandatory training, registration of new employees for social security and health insurance, and also in the payroll management system. We are also working on automation of the leaving process when an employee is leaving us,"* says Martin about their further project plans.

## Outcome

The onboarding process automation brought benefits to all stakeholders. **It saved the company half an hour of work for every newly hired employee. The robot can handle the work in a few seconds.** Once the HR confirms that a new hire is coming, all that is needed is their email. The candidate logs in to the system, "feeds" it with all required data and all the rest is taken care of by the robot. In addition, we have cleaned our internal records and by doing that completely eliminated any errors. The system can deal with anomalies and situations such as namesakes, surname changes, or phone extension changes. No need to call or write anywhere. By changing the data in a single place (in this case it is the so-called active directory or employee list) everything is synchronised without the need for any human intervention.

*"Now we have up-to-date data in real time,"* says Martin Gazdík, application developer and the project head. Martin also sees a great benefit in the involvement of various departments. *"New employees also benefit, because they can start fully working from the very first day at work, since they have their mailbox, Skype and other applications all set up. IT Department staff doesn't have to spend half a day with them anymore."*

**SOITRON\***

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Soitron is a Central European integrator operating in the IT market since 1991. The company's philosophy is to constantly move forward and that is why we are a leader in implementing unique technologies and innovative solutions. It offers its clients products and services in the field of robotisation and process automation, internet of things (IoT) IT infrastructure, communication and cloud solutions, IT security, IT services and outsourcing, IT advisory and applications or IT department digitalisation. Its product portfolio includes smart police car solutions, known under the brand Mosy. Soitron, s.r.o. is part of the SOITRON Group employing more than 800 international experts. The group brings together professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria, Poland and the UK.

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