Automating the workplace: How we designed, build and use an RPA bot to increase productivity and standardization

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- Corey Neal, Vice President of Business Excellence, Flex

Overview

As a global company, we must often follow region-specific requirements. For example, China's social insurance, a required benefit for employees, comes with an abundance of manual and repetitive processes, and tight deadlines for personnel. We saw an opportunity to simplify it with automation.

After careful research and consideration, we identified rapid process automation (RPA) as the best software to take our automation to the next level. The RPA software simplified processes by completing repetitive and manual tasks. And after learning more about it, we discovered a way to make it even more efficient.

Our solution? Meet Gabriel, our home-grown, desktop-sized robot that runs our RPA software. This bot improves our social insurance management, makes our HR processes even more productive and eases repetitive workloads.

The solution

Our RPA bot enrolls and terminates employees in the social insurance system, performs system maintenance and processes payroll with great speed and efficiency. While Gabriel completes these tasks, we are free to focus on more complex projects. Once the tasks are complete, we receive an email notification. It's that easy.

He works alongside us, too. "This is a desktop-based robot working with a desktop computer set up in our office area," said Randy Chen, HR manager. "Gabriel is able to simulate human behavior by manipulating applications and systems with higher efficiency and

accuracy than humans."

The bot also completes website processes and lets our team manipulate data between systems – a big timesaver for us. Productivity isn't limited to weekdays, either. Gabriel continuously works on tasks and provides timely responses, even on the weekend. We are consistently productive and able to complete dense projects quickly and accurately.

The outcome

It's easy for us to pick up where the bot stops, like collaborating with assistants. The value of this RPA bot has been tremendous for productivity and morale. But capabilities won't stop here. We are currently working to include the processing of mass data uploads for new hires and terminations.

"The most important benefit is that it relieves people from repeated transactional tasks and gives us the chance to focus on value-added work, such as process design or self-development," said Chen. "The solution has been working well so far and has become a good partner to our operations team. From April to May this year, we observed a 92 percent success rate in executing automation and a 100 percent accuracy rate in getting the job done."

Because Gabriel is functioning as team members, we created a **formal company introduction** to welcome him on board.

Learn more about how we can bring innovation into your processes.

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