

Kforce's Robotic Process Automation Solution Saves Company Over \$260,000

Eleven robots automate 100+ manual processes

Customer Profile

Global human capital management solution that offers HR, payroll, talent time, tax and benefits administration.

- Over 650,000 clients
- Office in 110 countries
- Over 60 years in business



Kforce's consultants were instrumental in proposing a workable framework and training our staff, which allowed our team to ramp-up quickly and provide a consistent return to the business.

-Sr. Product Manager, Digital Operations



Challenge

A global human capital management solution company's manual processes were creating multiple delays, errors and expensive operating costs. The company invested in Robotic Process Automation (RPA) platforms but lacked the talent or experience designing and architecting an RPA solution.

Solution

Kforce provided an RPA team that consisted of an architect and two modelers. Our team designed and implemented a Blue Prism® solution, laid the foundation for RPA and trained the company's associates.

Outcome

The company went from zero to 11 robots resulting in multiple automated business processes. In one year, the RPA program has saved the company over \$260,000 and is projected to save \$1 million by the third year.

RPA Solution Saves Company Over \$260,000

Technology | Case Study



11

robots
implemented

Challenge

The customer was a global human capital company that manages over 650,000 clients for their payroll, tax, benefits, compliance and insurance. This information produces a massive amount of data that requires hundreds of steps and thousands of employees to manually enter into their system.

These manual processes were creating multiple delays, errors and expensive operating costs. Through a business transformation initiative, it was determined that an automated process would significantly improve accuracy, velocity and costs.

The company conducted an internal analysis to evaluate RPA platforms and decided to invest in Blue Prism®. The company did not have any Blue Prism® talent or experience designing and architecting an RPA solution. The customer's director turned to Kforce because of our proven success in partnering with the company for over 20 years as well as our expertise in RPA.

Solution

Kforce initiated an outcome-based project and deployed a team to achieve the desired business objectives including:

- Build the framework and implement 11 robots
- Train their associates on Blue Prism®
- Model and automate business processes in Blue Prism®

Kforce provided an RPA team that consisted of an architect and two modelers. Our team designed and implemented a Blue Prism® solution and laid the foundation for RPA.

In addition to building the framework and automating the business processes, Kforce recommended a solution to train their current staff on Blue Prism® saving time and money versus hiring the software vendor. Our team created detailed training curriculum and materials, and conducted training for the associates.

RPA Solution Saves Company Over \$260,000

Technology | Case Study



36

employees
retained and
placed in
strategic roles

\$260,000

savings in one
year

Outcome

The company went from zero to 11 robots resulting in multiple automated business processes. The largest improvement was completely automating a complex 36-step process, which involved moving data from multiple systems and utilized seven employees.

Thirty-six employees within the benefits team no longer have to complete manual processing and have been placed into more strategic roles within the company. In one year, the RPA program has saved the company over \$260,000 and is projected to save \$1 million by the third year. Overall, the company has increased accuracy and efficiency of their back office.

About Kforce

Kforce is a leading Technology and Finance & Accounting professional staffing services firm with a national network of over 60 offices, two National Recruiting Center locations in Tampa and Phoenix and more than 2,000 staffing specialists. Annually, we engage over 23,000 highly skilled professionals in both flexible assignments and direct hire placements with more than 4,000 customers of all sizes, including 70% of the Fortune 100.