BP3
There's a faster way to do that™

Human Resources (HR)- New Employee Data Entry

The Challenge:

As one of the nation's largest healthcare organizations, Ascension hires hundreds of new employees each week, adding up to greater than 50,000 new employees per year. Prior to the human resources (HR) automation, each new employee's information was manually entered into Ascension's resource management system twice – once at the beginning of the talent acquisition process and again when onboarding begins. The second entry required an average of 9 minutes. But with hundreds of new hires every week, the second entry alone consumed over 7,400 hours of duplicate work annually.

Intelligent Automation Benefits

0.3
Month ROI

100%
Accuracy Between Systems

$235,362
Realized Cost Savings Annually

Solution

The BP3 team developed an automation using Blue Prism RPA software to populate the second database with associate information that had already been entered into the system. The new automation freed over 7,400 human worker hours annually – hours that could be redirected toward more productive, problem-solving work.

Solution Process

Discovery	Through a series of "deep dives" with Ascension's Talent Acquisition Management (TAM) team, BP3 documented the current manual process for entering new-hire data. The resulting process map addressed: • The entire data collection and entry process • Anticipated exception "branches"
Planning	BP3 provided a plan that highlighted where the automation opportunities existed. The resulting automation would complete second data entry without the need for human workers to keystroke redundant data.
Implementation	BP3 built the automation using an AGILE development methodology and Blue Prism RPA software. Development of the entire automation solution took less than 1 month to complete
Results	The automation project took less than 1 month to put into production and cost less than $6,000 to complete. ROI on this project was realized in just over 1 week (0.3 Months) of implementation.

Total Automation Program Yield
Annual savings of $235,362
Freed up 7,400 hours per year to do more productive work
Automation assures accuracy of the data transferred between systems
The ability to perform more audits, earlier in the process

"Now, we focus on data exceptions and data analysis as opposed to data entry," said Kathy Kerr, HR Shared Services Supervisor. "We only work the problems." Additionally, Kerr notes that the automation has increased the number of audits her team can run and analyze. These audits on employee data identify when information has been entered incorrectly. Due to the 24/7 nature of providing healthcare, providers have complex pay and benefits rules, and incorrect employee data can result in incorrect pay and benefits, which are challenging to unravel downstream.
"These audits identify problems earlier. It's easier for us to correct them earlier and not have more complex problems to fix later, so it improves the associate experience." Kathy Kerr, HR Shared Services Supervisor, Ascension Ministry Service Center. "

Kathy Kerr

BP3 gives people faster ways to get things done. We streamline and automate the processes that drive everything from customer experience to employee productivity. It's no secret that companies are riddled with all kinds of broken processes, but the real shocker is that many of the so-called solutions are just as broken as the process they're trying to fix. To create more successful, lasting efficiencies, BP3 brings more focus, more foresight, and more follow-up to every project. It's how we've achieved an unprecedented 99.9% success rate, and why some of the world's most respected brands -- such as eBay, Charter, Whole Foods, and others -- rely on BP3