CASE STUDY

Intelligent RPA Accelerates
HR Function for Leading
US-based Ecommerce
Company

Client

Leading US-based
Ecommerce Company.

Challenges

The client's HR services management was facing the following challenges:

1.9

Million tickets
generated per year

Highly repetitive,
data-intensive tasks

1,000+ employees
recruitment processed per year

Multiple manual touchpoints making the
process slower and more error-prone

LTIMindtree Solution

LTIMindtree leveraged its Accelerated Process Discovery Framework and Innovative Execution model to achieve substantial operational efficiencies, with Intelligent RPA.

We conducted a multi-lens process discovery to automate processes that:

- Were critical in the business value chain

- Repeatable and extensible

- Had high Total Cost of Ownership (TCO) and impact on the value chain

- Would drastically reduce the turnaround time

Our 3 Step Approach for Automation

Identify

Out of 740 processes, we identified 318 critical processes using Operational Cost Lens and shortlisted further to 182 with Digitization Index

Prioritize

The identified 182 processes were then further prioritized based on ROI Analysis and Micro Lens - finalizing 40 processes best fit for automation

Implement

Phase-wise implementation using key digital levers viz. Robotic Process Automation and digitization (webforms and workflow approvals)

- We leveraged our Pod execution model to handle demand the spikes. In this model, a cross-functional and multidisciplinary team (Pod) with complementing skillsets and experience delivers design, build, test, deploy, and project management services.

- Smart forms were created to provide the end-customer a better user experience, with easy navigation and user-friendly templates.

Business Benefits

Our Intelligent RPA approach led to huge time and effort savings, with bots handling mundane activities, enabling HR to focus only on complex cases. The following benefits are expected over the next few years.

Efficiency yield of 129 Full-Time Equivalents (FTEs)	**46%** ROI within 5 years	**40%** Reduction in input defects