Intelligent Automation in HR Management

CGI

Experience the commitment®

People are an organisation's most valuable asset. Yet, the HR function, which is tasked with attracting and retaining the right people, continues to be mired in administrative, time-consuming and repetitive tasks that distract from providing strategic value to the organisation. As companies look to accelerate their digital transformations, CGI helps clients apply intelligent automation technologies to HR processes, to elevate the HR function from a transactional role to a more strategic one, while significantly enhancing efficiency and reducing costs.

THE CHALLENGE

Across industries, as budgets continue to shrink, the HR function is under increasing pressure to do more with less. This includes finding smarter ways to work, achieving more with the same number of (or fewer) employees, improving efficiency and meeting employee demands for a better experience. However, on a daily basis, most HR employees are occupied with highly manual, repetitive tasks like sifting through résumés, consolidating timesheets, creating reports and dealing with multiple forms that lead to handoffs, causing delays in the end-to-end process. The outcome: instead of adding strategic value to the organisation, the HR department is engaged in "processing" activities that are more transactional than tactical.

OUR SOLUTION

At CGI, we use our **Intelligent Automation Framework** to help clients identify and apply the right automation technologies to advance their HR digital agenda. Our intelligent automation (IA) services enable the automation of manual tasks and routine business processes across the majority of HR functions ranging from recruitment, on-boarding and off-boarding, and learning and development to absence management, data management and retirement.

Through the right mix of artificial intelligence, robotics, CGI-developed intelligent automation IP, third-party tools and advanced analytics, we help you automate every day, high-volume, transaction-based tasks, freeing up skilled resources to engage in high-value work and increase productivity.

Our intelligent automation delivery approach includes the following stages:
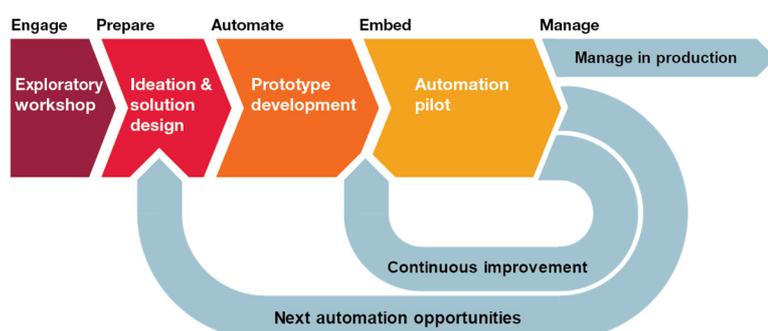
FACT SHEET

CGI'S INTELLIGENT AUTOMATION APPROACH

CGI's iterative intelligent automation delivery approach helps our clients to focus on practical use cases and bring the appropriate automation, artificial intelligence and analytics technologies to bear. The steps include:

- **Exploratory workshop:** providing automation strategy and roadmap; identifying candidate areas with high-level cost/benefit and business case
- **Ideation:** designing innovative automation solutions using appropriate AI technology mix; defining business change needs and optimising processes
- **Prototype:** developing and testing the automation; defining pilot implementation and business change plans
- **Pilot:** performing user acceptance testing; preparing users for change; rolling out the pilot, monitoring and fine tuning to maximise benefits
- **Production:** supporting the ongoing automated service as "business as usual," through cloud hosting, proactive monitoring and dynamic scaling

BENEFITS

Through our end-to-end services and solutions, CGI enables clients to identify and realise a range of benefits through the accelerated adoption of IA in their HR processes. This includes:

- Leveraging Natural Language Processing (NLP) and semantic artificial intelligence technology to identify and attract prospective "right-fit" employees in line with the organisation's strategic objectives
- Managing on-boarding and off-boarding quickly and easily
- Transforming the employee experience by using chatbots to answer queries, address problems or provide value-added information related to training programs, holidays etc., in real time
- Improving accuracy of data and providing a single view of data across disparate systems
- Managing employee information and records, and validating data internally and externally
- Supporting career development by personalising training courses, facilitating mentorship programs and ensuring effective succession planning
- Automatically handling absence management to manage and reduce absenteeism
- Running reports automatically
- Applying continuous process improvement

WHY CGI

- One of the few global firms with the talent, scale and end-to-end services and solutions necessary to help clients succeed with their digital transformation through the many aspects of intelligent automation
- 40 years of experience in automating business processes, working across commercial and government sectors
- Client solutions and CGI intelligent automation IP developed through joint prototyping and innovation with clients
- Global network of automation Centres of Excellence and Innovation Labs
- 250+ robotics process automation (RPA) experts certified in leading platforms and 1,000+ advanced analytics and artificial intelligence experts
- Holistic, technology-neutral approach to automation goes beyond point solutions to maximise overall benefits for clients
- Strategic relationships with leading automation, artificial intelligence and analytics technology providers
- Hundreds of process automations delivered

KEY BENEFITS

- Dedicated robotic process automation (RPA) team
- Enhanced workforce productivity
- Improved accuracy
- Increased speed of service
- Enriched employee experience
- Better operational metrics
- Ensuring regulatory compliance
- 365-24/7 availability

ABOUT CGI

Founded in 1976, CGI is one of the world's largest IT and business consulting services providers. We help clients transform into customer-centric digital enterprises end to end through high-end business and IT consulting, systems integration and outsourcing services, complemented by intellectual property, to help clients transform into digital enterprises end to end.

For more information about CGI, visit www.cgi.com

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