



## Case study

# Automating employee on-boarding for the Ministry of Justice

## The challenges

Employee on-boarding is an increasingly significant part of any workforce HR strategy. It needs to work in line with an organisation's wider ethos – and a high quality experience inevitably leads to high levels of employee satisfaction and increased talent retention.

Outsourced HR teams within SSCL (Shared Services Connected Ltd) were battling with the on-boarding of new starters for the Ministry of Justice (MoJ). They were keen to dramatically reduce the time it took to manually validate paperwork and carry out the arduous and time-consuming data entry required to extract data from their Oleo HR platform and input it into the Single Operating Platform (SOP) system.

These monotonous and repetitive processes were often hampered by human error, with incorrect keying slowing processes down. The knock on effect was that extensive and expensive overtime hours were getting clocked up each month.

## Advantages at a glance



2,100 hours of work saved per annum



160 regular hours of monthly overtime reduced to zero



Resource re-allocated to handle new customer-facing work



Large overtime bill significantly reduced



Over £30,000 worth of effort saved so far



**“Automation of the new starter process for MOJ & HMPPS employees has had a significantly positive impact in the HR delivery space. Automation has allowed for a more simplistic, easy to follow process which ensures a reduction in errors and provides a confidence around full completion of all required work in the appropriate time.”**

Ward Griffiths, HR Operations Lead, SSCL

## The solution

We designed and built a new Robotic Process Automation (RPA) Process. Its aim was to automate the creation of new employee records on the SOP system, which are generated via the OLEEO application. Automating this process involved a high volume of quick transactions, comprising 32 custom UiPath components. This is 20 more than the average RPA project entails. A great deal of the data extracted from the Oleeo platform was not in a compatible format for export to the SOP system. As a result, a clear data transformation programme was initiated, with data transformed via mapping tables before being input into the SOP system. The development team also chose to future-proof their work by housing this outside the RPA, ensuring a simple future update path.

## The results

This automation has been extremely well received by HR teams – so much so that they are now keen to expand the automation to other SSCL clients. Prior to the automation of the MoJ new starter process, the HR team was heavily reliant on the use of overtime and was frequently set back by human error. Now that automation has been implemented, work can be carried out within normal business hours, errors have been significantly reduced and freed up resource has been reallocated to more value-added areas of the organisation. It's a clear win-win.

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