# Robotic Process Automation

Application of RPA bots to automate certain manual business processes related to employee data extraction.

Who is the client?

The client is a prominent companies in the U.S. and one of the leading multi-disciplinary engineering organizations offering a full range of engineering and technology solutions to leading companies with operations around the world. They have been in the business for more than 60 years establishing their presence to multiple sectors like Energy, Chemical, Infrastructure, Aviation, Education, and Government to name a few. The client also is a global leader in talent acquisition, managed program staffing and recruitment process outsourcing.
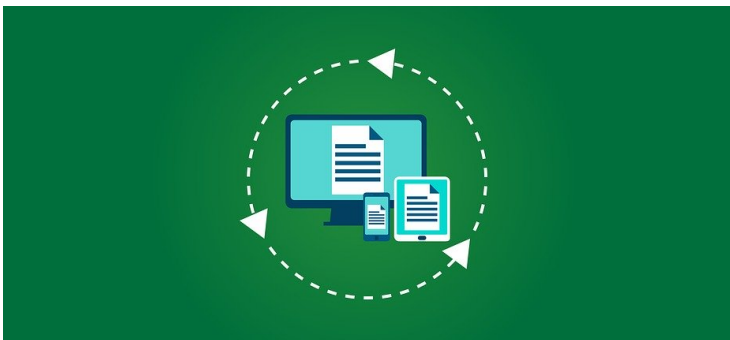
What was the client's need?

The client needed to automate a set of business processes to avoid resource engagement in repetitive tasks. The work involved extracting employee records from an employee portal and saving them in a local directory to be uploaded to a secure ftp server later on. The following tasks were earmarked to come under the ambit of automation:

1 **A predefined sequence of jobs to extract employee records from employee portal.** Once the job was executed the relevant stakeholders were to be notified of the completion with success or failure details.

2 **Reading employee IDs (and email addresses) from a spreadsheet and searching the same in portal.** Reading data from spreadsheets and feeding the same into the client portal to search records of the respective employee.

3 **Download and save records to predefined folder structure.** Once a result is returned, the results had to be downloaded in a zipped format and saved in an approved folder structure in local. The zip files should be deleted after they were unzipped and saved.

Robotic Process Automation

4 Publish log status of each record extracted in a spreadsheet. Once all records are extracted for an employee, a status will be written in a status spreadsheet against the employee ID to capture the success or failure of the process.

5 Upload the folders to a secure ftp location. Once all folders are processed, they are to be uploaded to a secure ftp location so that client can download them from their end.

6 Status reporting as the ultimate step. Once record extraction is completed for all employees, an email will be sent to the relevant authorities with the status spreadsheet.
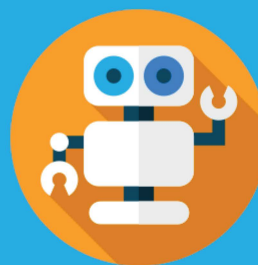
What services did Data-Core provide?

Data-core used three attended bots to carry out the required tasks as expounded by the customer. The solutions provided could be briefed as:

1 The three attended bots are running parallel in three separate systems with input of hundreds of records (e.g. 200) each i.e. total of 600 records each day and night on a daily basis. Logs generated are then checked, and unsuccessful records are processed manually as required. First the bot logs in into a desktop application with pre-set login credentials. After successful login, the bot executes a predefined set of programs/jobs in a sequence as follows:

- The bot reads an employee ID (and email address) from a spreadsheet containing all employee information and searches the same in the application dashboard.
- Once the record is found, the bot accesses the employee record detail page where all employee records for the concerned employee are listed under multiple tabs.
- The bot clicks each tab individually, reads the predefined folder and subfolder name from a spreadsheet and creates the same in local and downloads all the employee records under each tab in either PDF or zipped format as available.
- Bot saves specific downloaded pdf files with predefined file naming convention.
- After the records are downloaded, the bot extracts the zipped files and saves in the relevant folder, then deletes the zip.
- Once all records are extracted for the employee, the bot writes the log status success or failure in a spreadsheet against the employee ID.

2 After the entire record download is complete, the bot moves the data to a centralized location and uploads the records over a secure ftp channel in the specified folder in client server.

Robotic Process Automation

What other services did Data-Core provide?

Thus we have scaled the automation process, beyond the office hours (24/7), with approximately over a 95% high accuracy rate. At the same time we have met the deadline of one month extracting around 13,000 employee records and have satisfied the client by saving huge manpower, cost and time (as it would have been about 3 months if done manually) in the process.

In Summary

Data-Core's RPA solution has been instrumental in streamlining the business processes completely since the time the bots have been in operation. As of result of the implementation, the process, which otherwise would be a tedious manual process with a scope for lapse or human error, has been absolutely fluent, non-contentious, and trustworthy across the board.

Discover the Data-Core Advantage.

Learn how we can help your company be more relevant, effective and efficient.

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