

Onboard & Offboard users with Power Automate Desktop

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**Automating the On- & Offboard Processes with RPA:
How Robotic Process Automation can benefit and
streamline your business tasks.**



TRANSFORMING YOUR HR PROCESSES WITH AUTOMATION



Making the case for adopting automation is becoming more apparent. Human resource (HR) departments often handle frequent and time-consuming activities which involve onboarding and offboarding an employee. A process that can be extensive and repetitive with employees performing tasks that involve granting or removing access from relevant systems and manually sending out extensive paperwork for processing. HR departments are looking to transform their repetitive tasks so they can provide more time and focus on where it matters, the employees.

Robotic Process Automation (RPA) works alongside your current HR activities to improve and streamline the process using automation workflows. Automating the task of onboarding or offboarding your users can significantly reduce the time taken to perform, reduce any potential human error and provide a boost in productivity. It excels in interacting with older systems in place, having the functionality to perform actions between legacy applications and modern cloud services, making it an ideal case for RPA.

WHAT IS ROBOTIC PROCESS AUTOMATION (RPA)?



Robotic Process Automation (RPA) is software technology designed to streamline and automate business processes and digital tasks. An RPA bot can be configured to perform a range of human actions- these can include emulating mouse clicks and keyboard inputs, automatically enter and fill data into a spreadsheet or extract text from an email. It excels at performing these repetitive mundane tasks, freeing time for employees to focus on other rewarding and thoughtful work.

An RPA workflow can be configured to emulate a wide range of human actions and business tasks:

- Fill and extract data from forms.
- Navigate UI on legacy applications and web browsers.
- Copy and Manage files and folders within systems.
- Logging into services- both Cloud-based and legacy applications.
- Scan, extract and analyse data from PDF files for Invoice Data processing.
- Run PowerShell Scripts to query/manage Active Directory Accounts.

THE MYTHS OF RPA

- **RPA involves robots** – RPA robots are software that are configured to emulate human actions performing digital tasks, so there are no robots running operations, at least no physical ones.
- **RPA is designed to replace humans** – RPA cannot create new processes; it only enhances and improves on already defined tasks that are otherwise repetitive and mundane; freeing time for employees to provide added value in other rewarding works.
- **Implementation is created by programmers and software developers** - RPA technologies typically employ a 'Low-Code/No-Code' approach that allows business users to rapidly develop workflows with a user friendly 'drag and drop' interface. This enables users who may have minimal to no knowledge in coding or software development to start developing and benefiting from automation flows.

COMMON TYPES OF RPA

RPA workflows can be developed within the following environments and provide differing capabilities:

- Automate modern applications via API based services in the web (Cloud flows)
- UI-based automation for interacting and performing with Legacy Applications (Desktop Flows)

RPA bots can run in four categories:

- **Attended** - Typically implemented when human intervention is required, usually running the workflow manually and monitoring the process. Run desktop flows or respond to prompts on your desktop device.
- **Unattended**- Allows the process to run end-to-end automatically without any intervention. This is ideal for running on a scheduled basis or without human supervision. Run desktop flows autonomously on your desktop devices or virtual machines.
- **Hybrid**- A combination of attended and unattended to combine an automation workflow consisting of both front office and back-office operations.
- **Hosted RPA**- Run desktop flows with human interaction or autonomously on cloud-hosted infrastructure that automatically scales with vendors providing and hosting the machines which the RPA bot runs.

BENEFITS OF RPA

- **Boost productivity** - Reducing time to complete a repetitive task such as an employee onboarding/offboarding process, freeing time to be spent provided other high-value tasks.
- **Improved accuracy** - minimizing any potential human error when performing tasks.
- **Increased efficiency** - the bot can be run at any time that is specified by the user, unlike us humans which like to take breaks.
- **Strengthened compliance** - RPA bot only follows what has been configured so any actions performed can provide reassurance that it complies with your organisations policies and regulations.

EMPLOYEE ONBOARDING / OFFBOARDING WITH RPA



Organizations are often inundated with requests to onboard or offboard a former employee from their systems. One such use case was from an HR department of a larger organisation in Australia that had a process of navigating multiple older systems along with numerous cloud services to finalise the offboarding stage; a process that took on average 45 minutes to complete. After an RPA solution was implemented:

- Reduced the time taken to offboard by 66%
- ROI within 5 ½ months
- Implemented within 6 weeks

Streamlining the offboarding process was an ideal candidate for an RPA implementation. Utilizing the RPA tool Power Automate Desktop, the bot provided a full end-to-end workflow that could be run automatically 24/7 without service interruptions.

RPA provides the same functionality to automate your employee onboarding. Depending on the current process, RPA can provide end-to-end automation of frequent onboarding activities. The process could include:

- Automatically being notified of any onboarding requests via email.
- Sending the relevant paperwork to the new employee to complete.
- Create a user's account and email address, then grant access to the relevant systems.
- Assign any assets to the user through a Content Management System (CMS)
- Schedule and send an email for a 'Welcome' meeting and book a follow up in the future.

RPA TOOL COMPARISON



Adopting the relevant RPA tool for your use case is critical, with a varied offering of software available. Below is a comparison of two popular offerings in the market.

PRICING

	Power Automate Desktop (PAD)	UI Path
Free Trial	YES. PAD is free to use locally in attended mode for users with Windows 10 and above.	YES. Free plan is available with limited features.
Licensing	Starts from \$20 per user/month with unlimited cloud flows and desktop flows in attended (Power Automate Premium License) Unattended desktop flows require a 'Power Automate Process' license at \$206 per bot/month.	Starts from \$420 per user/month with cloud flows and desktop flows in attended/unattended mode. (Pro License).

USABILITY

	Power Automate Desktop (PAD)	UI Path
Low-Code	YES	YES
Set-Up	Low. Organisations already within the Microsoft 365 ecosystem can start using the automation tools with little investment.	Medium
Scalability	Employs 'Machine Groups' to distribute workload efficiently amongst deployed automation bots.	Handles scale at large enterprise levels efficiently with suite of applications to monitor bot deployment and workload distribution.
Complexity	Low	Medium / High

FEATURES

	Power Automate Desktop (PAD)	UI Path
UI automation with legacy apps	YES	YES
Attended Bot	YES	YES
Unattended Bot	YES	YES
Deployment	Cloud and on Windows Desktops.	Cloud and local desktops.
Learning Materials	Free and Paid Courses.	Free and Paid Courses.
Logging/Debug	System Logging/Custom Logging.	Built in Logging System for Logging and User-Defined Actions.

OVERALL

Power Automate Desktop (PAD)	UI Path
<p>Power Automate Desktop is a powerful and user-friendly RPA tool due to the ease of setup, low initial and ongoing license fees, and vast out of the box connectors to Microsoft's suite of applications. An attractive offer to users already in the Microsoft 365 ecosystem.</p>	<p>UI Path is a robust RPA platform that handles scalability efficiently, includes a wide range of connectors to popular 3rd party services and has a large community full of detailed documentation and training. Its feature rich which further increases its complexity to use, which may require a higher level of investment to get started.</p>

PRICING FURTHER INFO

Power Automate Desktop: <https://powerautomate.microsoft.com/en-au/pricing/>

UI Path: <https://www.uipath.com/pricing>

MOVING FORWARD WITH RPA



Implementing an RPA solution can be complex and will vary from one organization to the next. Identifying a business process that is structured and repetitive is a good starting point with use cases across industries:

- Finance with Accounts Processing and Approvals
- HR with Employee Onboarding/Offboarding
- IT with System Testing and Integration
- Healthcare with Evaluating Risk Assessments
- And many more

PACK OF 7'S EXPERIENCE WITH RPA

Utilizing the tool Power Automate Desktop, Pack of 7 Australia has delivered quality results automating the following:

- Automate System Testing
- Executing PowerShell Scripting
- Interacting with UI-based Legacy Desktop Applications including Infor Pathway
- Managing Active Directory User Accounts
- Onboarding/Offboarding Automation
- Performing Test Cases in Technology One Ci and CiA
- Spreadsheet Data Entry and Analysis
- Ticket Resolution in Cherwell Service Management
- Web Browser Automation
- Web Scraping

ABOUT US



Michael is teamleader of the RPA team at Pack of 7.

Michael is a leading expert in robotic process automation (RPA) with a proven track record of success. He has helped organizations of all sizes to automate their repetitive business tasks, resulting in significant improvements in efficiency, accuracy, and compliance.

If you are interested in learning more about how RPA can help your organization, please contact Michael today.

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ABOUT PACK OF 7

Pack of 7 is a Microsoft Partner that specialises in Microsoft's Collaboration and Productivity cloud platform.

- M365 & Power Platform Governance
- Robotic Process Automation
- Cloud Solution Development
- Legacy System Cloud Migration

We are very proud of our extensive practical experience beginning with the first version of Office Server Extensions in early 2000 up to the full range of Microsoft's cloud productivity technologies like Power Platform, Microsoft 365, Teams and Azure today.

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