



Protiviti assisted a leading oil and gas corporation in Kuwait to automate their system delegation process

Are you worried about work getting stalled due to employees on leave?
Not anymore. Next time you are on vacation, let the bots take care of delegation.

Keys to Success

Challenges Faced – by users in current manual process of system delegation

- Time consuming and tedious process.
- Absence of systemic process leading to potential errors due to manual data entry in multiple systems.
- Delays performing delegations to the required employees leading to delay in processing of assigned work items.

Client Expectation

An **integrated** solution that automates **Employee Delegation Process** for selecting delegates in multiple systems.

Solution Delivered

The integrated **RPA & Custom UI** solution, It enables users to select their respective delegates for multiple systems. The solution automatically performs the selected delegations and notifies respective parties.

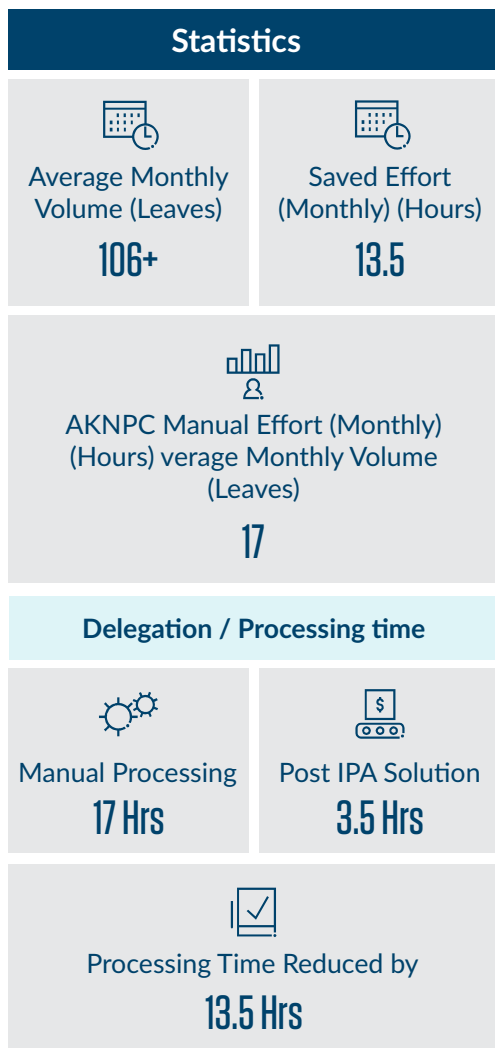
The rapid adoption of Robotic Process Automation (RPA) has seen organizations across industries benefit immensely from reduced processing times, higher accuracy, improved employee morale, and many other benefits. This has led organizations in the oil and gas industry to get interested in using process automation platforms to streamline and enhance their internal processes for maximum benefits realization.

We have seen organizations automating processes across the Board from finance, supply chain, logistics, and IT services. One of the key areas that automation has the most significant impact is HR processes. Typically, the HR department in the oil and gas sector has to manage a large and diverse set of employee-related activities. RPA is extensively adopted to automate most repetitive and mundane HR processes. One such task is delegating backups when employees plan their leaves.

Protiviti worked with a large Kuwait-based oil and gas corporation to automate their system delegation process. This organization has a large set of employees and a broader application landscape. When employees take leave, they have to delegate their existing system access to another co-worker. Once their leaves are approved, they need to navigate between multiple systems to perform system delegation. This cumbersome process presents several challenges:





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A key challenge for the employees was to navigate multiple systems to perform delegations. The absence of a systemic approach also means that some delegations were not performed at all.






Protiviti's Solution Highlights

Once the challenges were identified and technology agreed upon, Protiviti worked with the client's SMEs to design and optimize the envisioned solution for the delegation process. Some of the highlights of the solution are:

-  The solution is a combination of RPA & a Custom UI interface.
-  The Custom UI interface was developed to give users a centralized application for performing delegations in all five systems: Yasser, Maximo, HR Oracle, Easy Memo, and Outlook.
-  The RPA bot picks up delegations from the Custom UI database and performs delegations in all the respective systems.
-  The solution then sends the necessary notifications to the employees and their delegates.

Benefits

-  The automated delegation process has ensured that employees do not miss out on delegation before going on leave.
-  Processing of work items in the applications would not be delayed or missed out as delegation would ensure the right backups are in place.
-  Successful deployment of the pilot delegation process has paved the way for further onboarding additional processes to continue the automation journey.

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