Raet
RPA and AI in
HR Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for Raet is a comprehensive assessment of Raet's automation and artificial intelligence offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HR outsourcing and identifying vendor suitability for HR services RFPs

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector

- HR and payroll decision makers.

Key Findings & Highlights

Raet (a subsidiary of the Visma Group), is a Dutch-based HR services provider which also offers HR/payroll software. Founded in 1965, it is now the largest provider in the Netherlands and has ~10k clients, servicing ~1.7m client employees and an additional ~1.2m pensioners.

Its original technology was mainframe-based, which it operated until 2006 when it developed its cloud-based HCM platform, Raet Youforce. The cloud-based platform supports one version across all clients.

Raet's services include:

- HR professional services

- Multi-process HR services (MPHRS): HR administration, sickness, payroll and employee helpdesk services, and application management services

- Managed payroll services

- Cloud payroll, offered with HCM and time applications.

In July 2018 Raet was acquired by the Norway-based Visma Group from its previous owner, HgCapital, which owned the company since June 2016.

This profile focuses specifically on Raet's RPA and AI capability leveraged in the delivery of its HR services offerings. For a more comprehensive overview of Raet's HR services capability, please refer to Raet - Next Generation Payroll Services vendor profile, available to NelsonHall subscribers.

Raet's current automation program, (which it began ~3 years ago), is focused on leveraging robotic process automation (RPA) and artificial intelligence (AI) throughout its HR service delivery model and enabling technology. Its continuously investing in automation initiatives which leverage advanced technologies to drive operational effectiveness, boost productivity, reduce processing times, and enhance the UX by delivering reliable results more rapidly.

Raet has integrated the use of RPA into its end to end delivery model and enabling technology with the goal of eliminating the manual and repeatable processes inherent to HR and payroll management. It has incorporated the use of RPA in the back end of its operations, to improve quality of work and to support capacity management within its delivery centers.

Its current capability is primarily centered on payroll delivery (a core segment of their HR offering) and has automated the following high-level tasks, including:

- Payroll validations and audits

- Report generation

- Compliance and statutory reporting

Raet has a single chatbot in production today with integration to external applications such as Skype and Slack to support employee inquiry management through automation. It is seeking to expand with additional bots moving forward to support additional countries and maintain GDPR compliance.

Raet leverages proprietary SaaS technologies in the delivery of its services, including Youforce HCM platform, and RhPro (in LATAM), therefore all clients adopt its HR & payroll software as a minimum, and all of its clients are cloud-based. The majority (~98%) also use the Raet HCM cloud platform alongside its payroll cloud platform, while ~80% take software and services. Across its technology platforms, Raet incorporates the use of AI and ML to enhance the user experience and provide predictive analytic capability.

Raet leverages a COE in Amsterdam, the Netherlands responsible for continuous leading improvement initiatives and capabilities like RPA, AI, and ML, etc. Its primary development is conducted in Madrid, Spain. Raet currently has ~14 FTE's dedicated to RPA and AI initiatives across the organization and expects this to grow in the coming 18-24 months to support further development and initiatives.

Raet's approach to targeting and "roll out" of its automation has been conducted at the process level. Because Raet delivers its HR services exclusively on its proprietary technology, (therefore requiring all clients to use the same platform), roll out will continue at the process level across all clients subscribing to a process vs. client by client (which is often the case with platform agnostic vendors).

Scope of the Report

The report provides a comprehensive and objective analysis of Raet's RPA and AI offering leveraged in the delivery of its HR services, including:

- Identification of the company's strategy, new developments, and outlook

- Analysis of the company's offerings and key service components

- Analysis of the profile of the company's customer base leveraging RPA and AI including the company's targeting strategy

- Analysis of the company's delivery organization including the location of delivery locations.

Contents

Report Length

4 pages

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