trinet

Single API Task Use Case Yields 163 Hours Saved Annually

Organization profile

TriNet provides businesses with full-service HR solutions through human capital expertise, benefits, risk mitigation and compliance, payroll and real-time technology.

Results

163
hours saved annually per unit

15x
process improvement

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> Real-time automation via Automation Anywhere's API Tasks allowed for 15x faster process improvement.
>
> Eric Kern, Solutions Architect

AUTOMATION ANYWHERE

Challenge

The TriNet automation team resolved to automate as much mundane and repetitive work as possible in order to simplify processes for employees and clients and generate transformational value for the business.

Solution

Glaring pain points within existing systems and processes prompted TriNet to orchestrate the first end-to-end process with API Tasks—extremely low latency cloud-based automations powered by APIs—in order to streamline those manual, disparate workflows. By implementing API tasks for a major change management use case, the TriNet automation team optimized the process by 15 times, eliminated human error, and returned 163 hours annually to the RPA CoE. Best of all, the reusable framework of this API solution created significant scaling potential across new functional areas of the company with a promise of the same high-value ROI and productivity gains.

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> API Tasks simplified everything for our team because they're no longer required to be engaged unless there's an issue.
>
> Eric Kern, Solutions Architect

Processes automated

- Quality Engineering DevOps process

The whole story

Within the dev-ops workflow at TriNet was a deployment change management framework causing delays for applications teams. Some pain points within the existing process included a lack of structure and traceability, data intake challenges, and repetitive, manual work with hand-offs between three stakeholders, making it prone to human error. The TriNet automation team quickly pinpointed the need to streamline efficiency within this particular process.

TriNet leveraged the power of API Tasks within Automation Anywhere's Process Composer to optimize the process end-to-end. Two of the required systems already had pre-built integrations with API Tasks, and a third was easily connected with a REST API package.

To kick off the process, the developer submits an intake form with information required to locate the artifact and export the code. Next, an API Task exports the code, stores the artifact, and passes the information to create a change request for the release manager, who only needs to open the form and validate the information from the automation embedded directly in their system of work.

Once validated, an API Task automatically submits the change request into implementation mode and emails the app deployment team with a link to the change request. So, what previously required several manual hand-offs transformed into fast, seamless orchestration across the three functional groups with human-in-the-loop validation via Automation Co-Pilot.

With API automation embedded in their workflow, the team members no longer need to swivel between systems or send manual communications. In all, this process reduced cycle time from 15 minutes to under one minute, was traceable, included an alert mechanism in case of failure, and eliminated the risk of human error.

The future

The success TriNet achieved with this initial API Task use case opens up many opportunities for the company to scale with this methodology. The convenience of the embedded automation experience and power of real-time automation via Automation Anywhere's API Tasks will drive TriNet's operational agility to new heights. The company is currently identifying new functional areas across the organization to optimize work with API Tasks.