

CASE STUDY

Automation of HR Operation with Microsoft PowerApps Credentials

A Belgian-based multinational drink and brewing company which is one of the world's largest brewers.

Executive Summary

The customer was looking to automate manual HR operations like entering new hire details to the pre-defined contracts document template based on the candidate contract type and more. Further, there was a need for a mobile app for internal communications. ITC Infotech stepped in to cater to the client's needs with a one-stop centralized cloud solution to ensure a smooth and seamless HR administration.



Business Challenge



- Contracts generation is a process where HR Operations team has to manually enter new hire details to the pre-defined contracts document template based on the candidate contract type. Currently, there are 24 different contracts being used by the HR department and it is 100% manual task.
- Mobile app needs to be developed for ERP team's internal communications
- OM Tool Kit - People services application for tracking hiring and organization change process
- Contractor Management Tool – To track and maintain contractors hiring and renewals



Our Solution

- PowerApps used for designing forms and data sources such as SharePoint
- Power Automate used for sending notifications and schedulers activities
- Power Platform based solution implemented for generating documents for 24 different contracts type
- The mobile app is designed and developed using Power Apps. Microsoft streams are used for videos sharing
- OM Tool Kit is a highly confidential system and has details about new hires & organization / position change information. Hence access-controlled system designed in SharePoint online with the forms developed in HTML-JavaScript and Power Platform
- The Contractor Management tool is implemented in Power Platform with:
 - Power Apps for Forms design
 - Power Automate for hiring manager and finance approvals with auto reminder for contract renewals and cooling period breaks



Business Benefits



- One-stop Cloud-based solution to generate 24 contract types
- Highly secured and robust cloud application
- HR team can generate contracts within 5 mins
- 1000+ contracts generated per year
- Generating reports with 100% accuracy
- User-friendly UI forms helps HR operations team to work with different contract types
- The mobile application helps team managers/leads to notify:
 - Broadcasting Project updates & announcements to 600+ team members instantly
 - Publishing training calendars
 - Sharing videos and Q&A sessions
- Centralized solution implemented for South Africa (SA) and Rest Of Africa (RoA) separately which handles 3000+ requests per year using OM Tool Kit
- All excel based templates eliminated to increase the transparency and efficiency of the hiring process by 100%
- Easy to manage contractor's hiring tracking and approval
- Auto reminders for contract renewals
- 500+ contracts being processed per year using Contractor Management Tool
- Contract hiring process efficiency has increased by 80%

Technologies



About ITC Infotech

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