



MANCHESTER METROPOLITAN UNIVERSITY: TRULY HUMAN AUTOMATION

VIDEO TRANSCRIPT

Francis Hewison – HR Director, Manchester Metropolitan University
HR is a high-volume transactional provider, so our challenge was how do we meet the needs of an organisation of this size

Josie Elson - Assistant HR Director
We've had to rely on manual processing an awful lot and of course that is very time consuming for the staff in HR

Francis Hewison – HR Director, Manchester Metropolitan University
We were putting too much resource in to basic process matters and so I was looking at how can we do this better

Josie Elson - Assistant HR Director
Volume has been a big issue for the team. The volume of new starters so colleagues working in the service centre, the number of new starters every year and at peak times of the year

Kelly Russell – HR Service Center Lead, Manchester Metropolitan University
We were never in front of the game, we were never actually able to sit back, plan, it was much more very crisis management

Francis Hewison – HR Director, Manchester Metropolitan University
The first thing about Accenture was they understood that this was a people's project, not a system's project

Laura Webb – Client Account Lead, Accenture
We solved the client problem was through discussion, through connecting with them on a human level, from spending time on investing with them on what the real source of their issues are

Col Campbell – Higher Education UK & Europe Practice Lead
So RPA stands for Robotic Process Automation and it is a pretty grandiose term

Laura Webb – Client Account Lead, Accenture
The solution for this client was a combination of people and technology so we call it very much the human and the machine element

Col Campbell – Higher Education UK & Europe Practice Lead
It's just an algorithm that sits in the background so if you have any process that you are putting information from A to B and then to C and D, the robot, the algorithm just mimics what the user does, does all the things, clicks all the buttons and presents all the information back without them having to do anything

Francis Hewison – HR Director, Manchester Metropolitan University
We identified 5 key processes which are the high volume processes



Carrie Coxhead – HR CO-Ordinator, Manchester Metropolitan University
Previously it would take us 45 minutes doing a process whereas now when you put it through the robot it is about 3 minutes

Kelly Russell – HR Service Center Lead, Manchester Metropolitan University
It has taken away a lot of the manual interventions that the team actually were currently doing

Carrie Coxhead – HR CO-Ordinator, Manchester Metropolitan University
Also the quality of it is much higher as it takes out the human error

Francis Hewison – HR Director, Manchester Metropolitan University
The technology was just a way of freeing up the staff to be able to deliver a human service

Kelly Russell – HR Service Center Lead, Manchester Metropolitan University
It provides us with support at that level so that the team can be out doing added value stuff

Francis Hewison – HR Director, Manchester Metropolitan University
Takes care of all the process and allows us to spend time with people

Amina Vora, Project Lead, Accenture
I believe what makes Manchester Metropolitan University's project that we have done here in HR so innovative as it is the first HE organisation to have RPA in HR – It has allowed them to re-engineer how they think about their business process

Col Campbell – Higher Education UK & Europe Practice Lead
RPA has a role in any sector where you administer things – in a university you administer more things than anybody else

Laura Webb – Client Account Lead, Accenture
Embedding of it within the organisation and the

organisational change that has therefore ensued off the back of that is fully applicable to any other higher educational organisation

Col Campbell – Higher Education UK & Europe Practice Lead
It is a huge game changer in HE and it has caused a massive amount of traction and fuss in the market place for us as well

Francis Hewison – HR Director, Manchester Metropolitan University
It has allowed us spend time with people, really work with people and understand their issues so yes, for me this has been a truly human project.

Copyright © 2019 Accenture
All rights reserved.

Accenture, its logo, and High Performance Delivered are trademarks of Accenture.