

Employee Satisfaction Rises by 22% - through AI Integration in HR.



1,500+
EMPLOYEES



€38m
ANNUAL REVENUE



Services
INDUSTRY

Challenge

A consumer services organisation with a HR team of 4, were significantly challenged with their conventional approach to managing their growing employee base. Burdened by manual efforts in key areas such as; talent acquisition and recruitment, managing employee onboarding and performance review & management, lead to extended delays in reviewing documentation - leading to delayed decision-making cycles, increased operational costs, and data quality issues due to human error. This lack of consistency and scalability undermined fairness, transparency, and effectiveness - and directly impacted HR's ability to engage employees and subsequently retain them.

Solution - Enhanced Document Review through Generative AI

Recognising the critical need for innovation, we embarked on a journey with our client, to transform HR document review processes. Our goal was to not just improve, but to completely overhaul HR operational process management - to achieve scalability in HR operations, essential for competitive talent retention and enhanced employee engagement.

We introduced a cutting-edge solution, leveraging Azure OpenAI and GPT technologies, integrated with Azure AI Search. This AI framework automated the review of a multitude of crucial HR documents against predefined criteria. By adopting generative AI, natural language processing, and large language models, the solution provided unbiased, data-driven recommendations that revolutionised the decision-making landscape within HR.

HR Benefits At a Glance



- 14% Increase in Employee Retention Rate
- 83% Reduction in Document Processing Time
- 100% Documentation Data Accuracy
- 22% Increase in Employee Satisfaction

Transformative Outcomes

1. Operational Cost Savings

By automating the document review process, the organisation saw a reduction of 50% in labour costs associated with these tasks. The funds were reallocated to strategic HR initiatives and employee development programs.

2. Unprecedented Accuracy and Volume

The AI solution enabled the organisation to scale its document processing capabilities without a proportional increase in resources. Often handling up to 500 documents per month manually, the AI solution increased this capacity to 2,500 documents without compromising service quality.

3. Talent Retention Rates

Following implementation of AI improvements, HR employees were reallocated from tedious document review to strategic, value-added tasks - directly impacting heightened employee engagement, improved job satisfaction and increased employee retention.