Catalytic

Mayo Clinic scales automation throughout its HR organization with Catalytic

CHALLENGE
Needed to increase its HR employee capacity to do more high-value work

SOLUTION
Deployed Catalytic to scale automation

IMPACT
Significant time savings realized immediately and an improved employee experience

Mayo Clinic is a nonprofit, academic medical center focused on integrated clinical practice, education, and research. It's home to the Mayo Clinic Alix School of Medicine as well as many of the largest residency education programs in the U.S.

MAYO CLINIC

INDUSTRY
Healthcare

LOCATIONS
Multiple campuses

EMPLOYEES
65,000+

PATIENTS
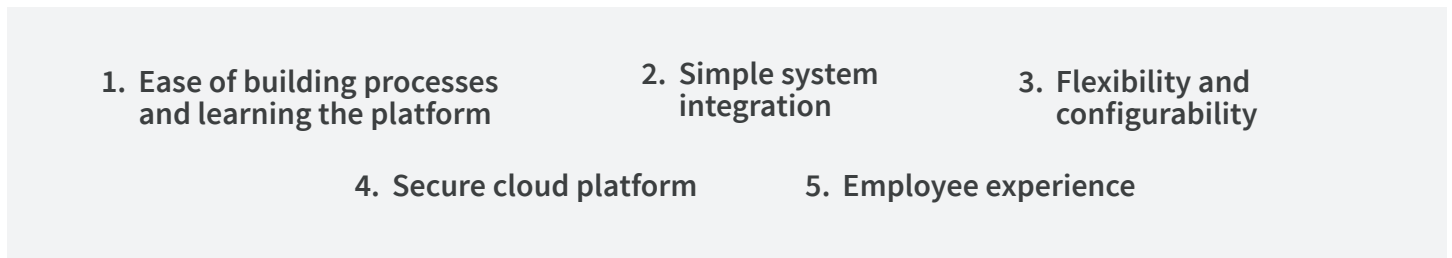More than 1 million people each year

Setting up for automation success

In order for Mayo Clinic to meet the evolving needs of its employees, residents, and patients, while providing cutting-edge research and treatment, the institution set out to optimize its own internal business operations.

In 2017, Mayo's HR organization began to explore the potential of automation and cognitive technology within its department, with three goals in mind. Mayo's top goal was to give its HR team of 600-plus the opportunity to do more meaningful work. There was a significant amount of routine work required to execute on its HR strategies, keeping the team from doing more impactful work and hindering the experience of its employees. The other goals are to reduce risk—given the institution operates in a highly regulated industry—and deliver a higher level of service.
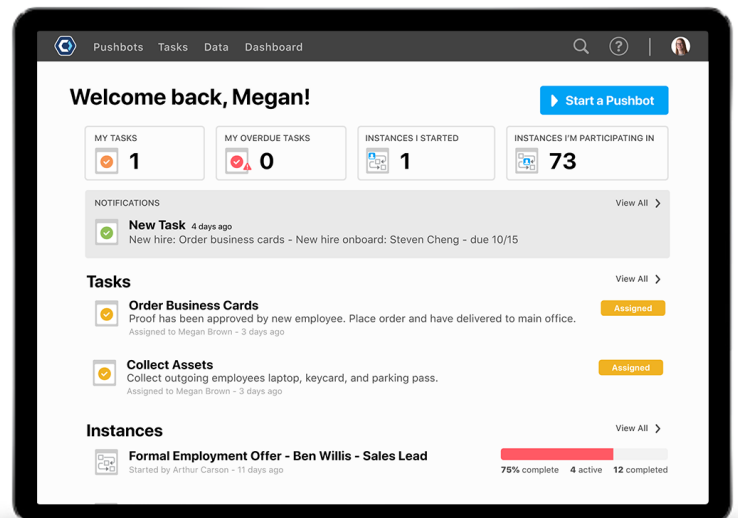
Implementing a cloud-based automation tool would also allow Mayo to achieve higher-level goals, including utilizing the data for high-value analytics and cognitive use cases as they scaled. The team set out to find a long-term technology partner, ultimately selecting Catalytic for its ability to deliver in five key areas:

1. **Ease of building processes and learning the platform**

2. **Simple system integration**

3. **Flexibility and configurability**

4. **Secure cloud platform**

5. **Employee experience**

Last year, Mayo's HR team moved forward with its first use case, automating the process of cascading company performance goals for the top 250 leaders of the institution.
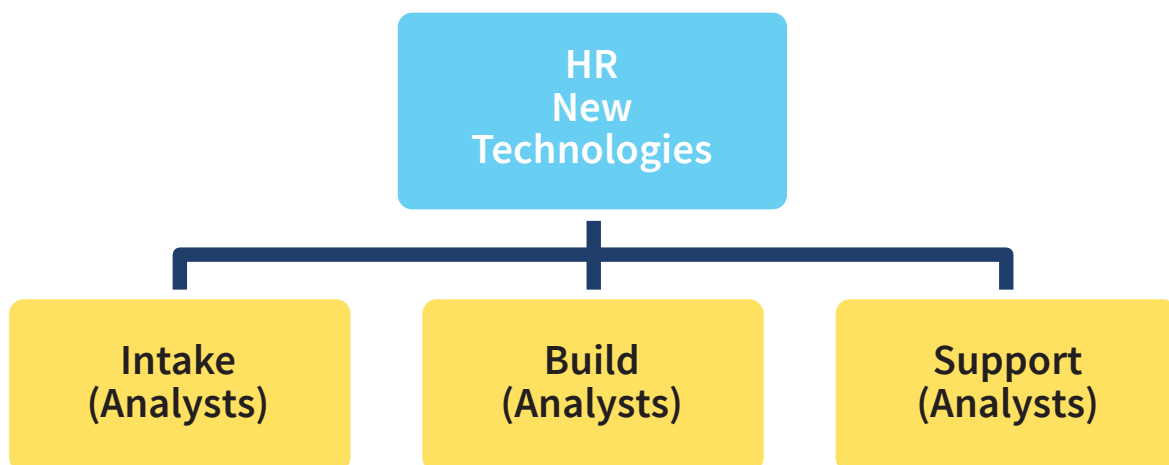
The results

Within the first six months, Mayo **automated 4,000 hours worth of work.** By extending its use of Catalytic to additional processes, the team has **increased its time-savings to 40,000 employee hours.**

One of the biggest wins has been the impact on employees' and managers' time. Almost 2,000 automated hours in 2019 alone.

Scaling Catalytic to meet HR needs

How did the team go from 4,000 to 40,000 hours of saved employee time? By establishing a Center of Excellence, Mayo was able to build on the HR team's success. Developing a formal automation service model also puts parameters in place to help Mayo scale automation in an organized, thoughtful way across the business. By remaining focused on process improvement, the team infuses increased quality with every process they review and build.

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│   Intake    │ │    Build    │ │   Support   │
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"We're on an exciting automation journey with Catalytic. We have an easy, reliable, and well-understood process in place that allows us to effectively scale our automation efforts."

- Kate Palmer, Lead for new technologies, HR, Mayo Clinic

To determine which process to automate next, Mayo evaluates each one against both the potential benefits and the effort it would require to automate it.
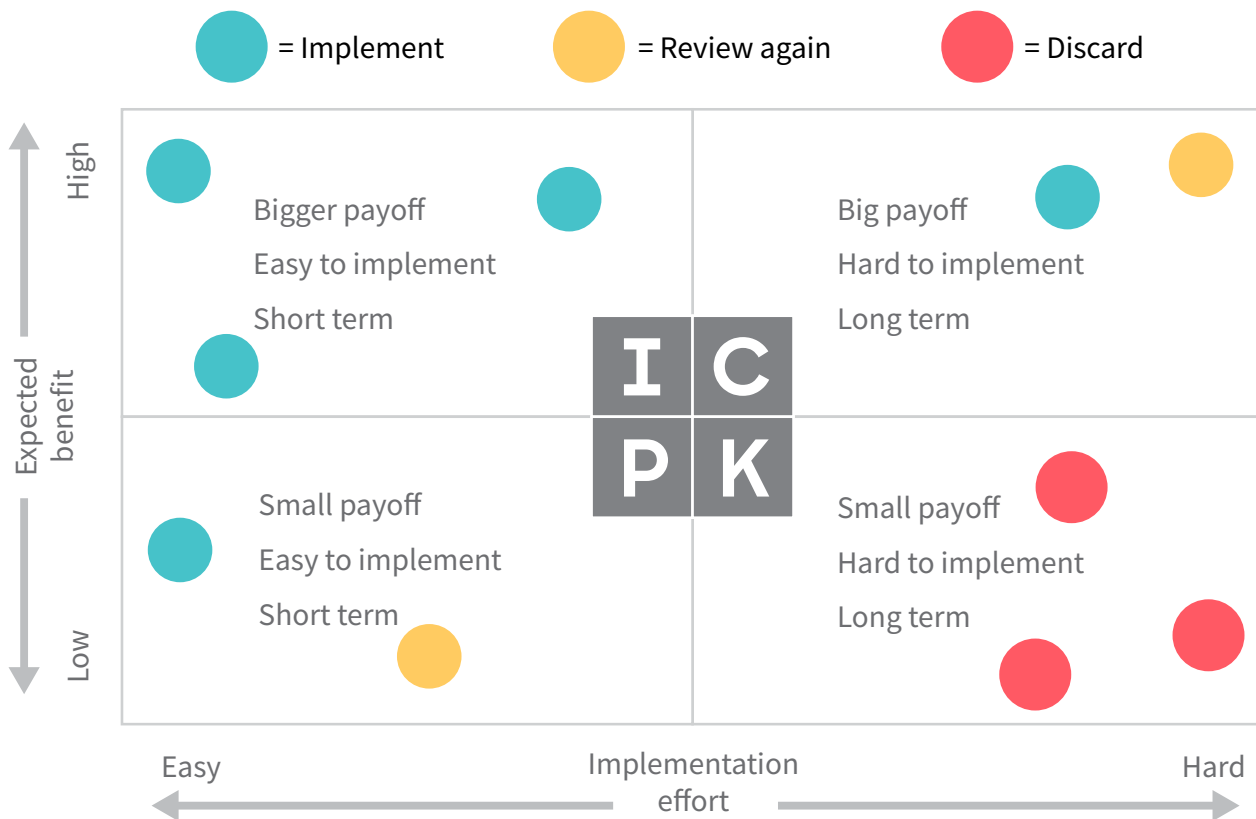
EXAMPLES OF BENEFITS:

- **Hours saved/ value added**
- **Risk reduction**
- **Increased productivity**
- **Increased data integrity**
- **More reliable**
- **More accessible**
- **Easier to use**
- **Time savings**

EXAMPLES OF REQUIRED EFFORT:

- **Regulatory**
- **Change management**
- **Project efficiency**
- **Integrations needed**
- **Vendors needed**
- **Build effort**

Mayo assigns points based on the anticipated benefits and expected effort, and uses a **PICK (Possible-Implement-Challenge-Kill) chart** to determine a plan to move forward.

● = Implement   ● = Review again   ● = Discard

Expected benefit — High / Low

Bigger payoff
Easy to implement
Short term

Big payoff
Hard to implement
Long term

I C
P K

Small payoff
Easy to implement
Short term

Small payoff
Hard to implement
Long term

Implementation effort — Easy / Hard

With a thoughtful strategy, Mayo's HR team is now in the process of scaling Catalytic to areas like succession planning and leadership development to administrative processes like certification renewals and payroll reimbursement. Here's a few more examples.

Health center membership/freeze notifications

The process for employees to sign up and freeze their memberships is now completely online. This eliminates 2,600 annual hours of manual, administrative work and creates an easier, more convenient process for employees.

Workflow

Motor vehicle renewal process

Automating this process saves 1,300-plus hours per year in manual review, correspondence and follow-up communication by the HR team, and makes it easier on employees.

Document processing

Employee transition assistance

When employees move to different roles, divisions, or departments, they're supported by an internal team to ensure a smooth transition. Automating components of this, including collecting information and sending communication, creates a more efficient process that saves several thousand hours of time while improving the employee experience.

Master data management

How can HR teams use Catalytic?

- Sourcing
- Learning
- Workforce Planning
- Self-Service
- Recruiting
- Employee Management
- Wellbeing
- Compliance
- Career Development
- Productivity
- Succession Planning

What's next?

While the HR team continues to scale Catalytic, its success has spurred the entire company's digital transformation into action. Other teams have begun their automation journeys following the same governance model to ensure efficiency and scalability. Today, centralized builders across two main departments have been trained and certified by Catalytic, with more to come.

Get incredible results like other Catalytic customers.

Get a free consultation from an automation expert and start building.

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See a demo

Catalytic