

# INTELLIGENT HR PROCESSES WITH A MOBILE APP

RWE, one of Europe's leading energy companies, is optimizing its HR processes with Mobile Applications from Insiders Technologies. By introducing a mobile app for digitizing documents, employees benefit from quick and easy transmission of their documents, and the company has increased processing efficiency.

# RWE

## CUSTOMER

RWE

## COUNTRY

Germany

## HIGHLIGHT

Digitization of HR processes with a mobile app

## PRODUCT

Mobile, Omnia and OvAltion

RWE, founded in 1898 as Rheinisch-Westfälisches Elektrizitätswerk in Essen, Germany, and still based there today, is one of the big four energy suppliers in Germany and also operates internationally - for example, in the UK, Belgium, Austria, the Netherlands, the USA, and Taiwan. The Group sees itself as a shaper and pacemaker of the green energy world. The company also lives by the idea of progress internally by simplifying its processes and making them more effective.

## SPATIAL DISTRIBUTION AND DIFFERENT EMPLOYEE NEEDS ARE A CHALLENGE

The energy group's approximately 14,000 employees in Germany work at a wide variety of locations - from power plants to offshore wind farms. They often do not have regular access to office infrastructure. This distribution poses considerable challenges for internal communication and HR processes. In the past, many employees had to send documents to the HR department by post or submit them in person. This led to long processing times and high administrative costs.

Another challenge for RWE was the diversity of employees' communication needs. Power plant technicians, service engineers on offshore wind

## CHALLENGES

- ✓ The spatial distribution of employees makes communication difficult
- ✓ Many employees without a PC or laptop
- ✓ Paper-based HR processes result in long processing times
- ✓ High manual effort for processing incoming documents

farms, and administrative staff have different requirements for communication and HR processes. The company, therefore, wanted to offer its employees tailored communication solutions that meet each employee's specific requirements.

Overall, the aim of the employee app at RWE in Germany was to replace paper-based processes with a user-friendly, mobile solution. In addition, all employees should be able to access important information and services at any time and from anywhere. In conjunction with other communication channels, such as the intranet, the aim was to reduce administrative work, speed up processing times, meet the needs of the workforce precisely, and make HR processes more efficient overall.

### INTEGRATION INTO EXISTING SYSTEMS AND MAXIMUM DATA PROTECTION SPEAK IN FAVOR OF THE NEW SOLUTION

To meet these challenges, RWE opted for the modular mobile app kit from Insiders Technologies. Insiders' AI solutions had already proven themselves in the Group's central postal input management. The seamless integration of the app for employees with the existing processing system, which consists of AI-supported document classification and data extraction from insiders and the subsequent connection to the HR system, therefore promised many synergies.

Another essential factor for RWE was security. Insiders Technologies' enormous experience in dealing with sensitive data from the health insurance sector, where particularly high demands are placed on data security, created the necessary trust at RWE. In addition, the solutions are entirely ready for international use.

## BENEFITS

- ✓ More efficient and faster processing times thanks to digitalization
- ✓ Maximum reliability and automation thanks to AI-supported extraction and classification of data
- ✓ Optimized HR processes through integration into existing systems
- ✓ Relief for the HR department prevents staff shortages

### SECURE AND STRAIGHTFORWARD HR SERVICES FOR YOUR POCKET

The mobile solution from Insiders Technologies enables flexible and straightforward document capture, regardless of whether employees work in the office, in the field, or at a remote location. They can photograph their HR documents, such as sick notes, training certificates, proof of employment, or health insurance certificates, directly with their smartphone and transmit them securely to the HR department via the app. "The Insiders app is intuitive to use and perfectly integrated into our existing processes. Employees submit the documents within a few minutes using their smartphones and do not have to worry about the process. This is our idea of good service," explains André Klingenberg

Employees without a company PC or cell phone can also install the app on their private smartphones via the well-known Apple and Google app stores and use it immediately. This way, they also feel well integrated.

*"We rely on the all-around secure solution from Insiders Technologies, which gives us the certainty that our employees' sensitive data is optimally protected."*

ANDRÉ KLINGENBERG

HR SHARED SERVICE CENTER RWE,  
RWE POWER AG

*"The collaboration with the exceptionally professional and competent team at Insiders Technologies was extremely positive and productive. We were particularly impressed by how flexibly they responded to our wishes so that we received a customized solution that suited us."*

ANDRÉ KLINGENBERG  
HR SHARED SERVICE CENTER RWE,  
RWE POWER AG



When a user uploads a document, the underlying AI technology automatically assigns the incoming documents to one of around 160 document classes after transmission and forwards them to the relevant departments. In addition, all relevant data is extracted from the document's scan or photo and made available to the downstream systems.

As data no longer has to be entered manually, errors are reduced, and processing is considerably faster. "With the AI components from Insiders Technologies, we can handle the receipt and processing of HR documents efficiently and reliably," says Klingenberg.

## NEW SOLUTION IMPRESSES

With the introduction of the app, RWE has sustainably optimized its processes: processing times are significantly reduced, as documents are available directly in digital form, and there are no delays due to postal delivery times.

Employees benefit from simplified and faster document submission, which has a positive effect on the acceptance of the solution. The app's high level of user-friendliness has led to the number of registered users rising to 5,000 within just a few months - this corresponds to around a third of the entire workforce. "This high level of acceptance shows that the app has been well received and offers real added value for our employees," says Klingenberg.

Thanks to seamless integration with existing systems and Insiders' proven data protection measures, the solution offers a high level of security and reliability.

With an app for employees based on the Mobile product from Insiders Technologies, RWE has taken a decisive step towards further digitalizing its HR processes. All employees now have convenient access to modern HR services at all times.

With the app, RWE is literally putting modern, AI-supported HR services into the hands of its employees.

## KEY FACTS

- ✓ Around 160 document classes are reliably recognized
- ✓ More than 5,000 registered users within a few months
- ✓ Accelerated processing times, increased efficiency
- ✓ Expansion to international locations planned





## MOBILE: CREATING INTUITIVE DIGITAL TOUCHPOINTS

With the Insiders Technologies Mobile portfolio, you can create individual apps to communicate with customers and employees via mobile devices. Your app is created cost-efficiently from various modules and can be expanded by you at any time using the low-code method. The repertoire of modules ranges from the intelligent capture and submission of documents, digital mailboxes, and the mobile contract overview to the mobile capture of health data, smart self-services for data maintenance, and much more. AI-supported data capture ensures a high level of user convenience. This allows you to create intuitive touchpoints that inspire customers and employees.

[www.insiders-technologies.com/mobile](http://www.insiders-technologies.com/mobile)

## ABOUT RWE

RWE is shaping and setting the pace in the green energy world. With its investment and growth initiative, Growing Green, RWE is making a significant contribution to the success of the energy transition and the decarbonization of the energy system. The company employs 20,000 people in almost 30 countries worldwide. RWE is already one of the leading companies in the field of renewable energies. RWE is investing billions in the expansion of its generation portfolio, primarily in offshore and onshore wind, solar energy, and battery storage. It is perfectly complemented by global energy trading. RWE is decarbonizing its business in line with the 1.5-degree reduction pathway and is phasing out coal by 2030. RWE will be climate-neutral by 2040, entirely in line with the Purpose - Our energy for a sustainable life.

[www.rwe.com](http://www.rwe.com)

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## ABOUT INSIDERS TECHNOLOGIES GMBH

Insiders Technologies is a technologically leading and market-established provider of software for intelligent automation (IA) of business processes. More than 5,000 customers from all industries rely on the innovative solutions of the Kaiserslautern-based product house to optimize their document-centric business processes. As the most successful spin-off of the German Research Center for Artificial Intelligence (DFKI), Insiders has set itself the task of transforming state-of-the-art AI into tangible customer benefits. Thanks to the latest deep learning technologies, the software solutions understand heterogeneous content, extract business-relevant information, automate transactions, and shorten response times. The company's pioneering technological spirit and agility guarantee continuous innovation and cutting-edge products.

# insiders technologies

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