Transforming operations through data & GenAI

Customer: MyHR
Industry: Human Resources
Services: Cloud Security and Solutions

Overview

▷ As demand for the MyHR Software-as-a-Service (SaaS) platform grew, their support team started experiencing increasing operational pressures due to repetitive, manual tasks that required valuable time and resources.

▷ MyHR needed a solution to strengthen their support team and automate routine tasks while adhering to security and compliance standards.

▷ MyHR partnered with CyberCX to deliver a two-phase strategy using data and generative AI platforms to revolutionise support operations.

▷ With both platforms built based on AWS-native services, CyberCX delivered a future-proof solution with the highest level of scalability, reliability and access to state-of-the-art Large Language Models (LLMs).

Outcome

▷ Consolidation of disparate data sources into a unified repository; standardising formats and creating a single source of truth for operational intelligence.

▷ Automation of complex document-processing and evaluating workflows through GenAI LLMs and precisely crafted prompt systems.

▷ 50 hours of time saved during the initial rollout, with full adoption expected to save more than 250 hours of effort each month.

About MyHR

MyHR provides HR support for businesses, in a way that is straightforward and savvy.

Their aspiration is to make HR work for every business, where people are taken care of and everyone can focus their energy on building success.

MyHR now supports over 39,322 individual employment relationships in more than 1,680 businesses across New Zealand, Australia and Canada.

The challenge

MyHR is running a successful SaaS platform, however, with increasing demand, their support team started facing increasing operational pressures due to repetitive, manual tasks that consumed valuable time and resources.

These tasks spanned multiple systems and required team members to navigate between disconnected data sources; manually extract and reconcile information; perform repetitive remediation procedures; and carry out manual reviews of legally binding documentation.

The organisation needed a comprehensive solution that would augment their support team and automate routine tasks while maintaining security and compliance standards.

The solution

CyberCX supported MyHR with a comprehensive solution, in a two-phased approach. Phase one included using the CyberCX Data Platform to consolidate multiple data sources, while phase two focused on the development of a GenAI platform to automate complex document-processing and evaluate workflows.

Phase one: CyberCX Data Platform

▷ A battle-tested accelerator solution – the CyberCX Data Platform - was used to consolidate MyHR's disparate data sources, standardise data formats, establish governance controls and create a single source of truth for operational intelligence.

▷ The Data Platform allowed for data pipelines to be built for continuous information flow and prepared data for downstream consumption by GenAI and other platforms.

Phase two: CyberCX GenAI Platform

▷ Based on the latest AWS services in GenAI, CyberCX built the platform with security, modularity, maintainability and cost-effectiveness at the forefront.

▷ Using Bedrock Flow, CyberCX orchestrated complex workflows with multiple different LLM invocations in a maintainable and extendable way.

▷ A Retrieval-Augmented Generation (RAG) solution was built for internal MyHR knowledge base, which can also be used for other initiatives such as internal search, customer-facing chatbots and other use cases.

▷ A testing strategy was implemented to allow individual components and the entire workflow to be tested, ensuring the solution is aligned with Responsible AI principles.

The outcome

By partnering with CyberCX, MyHR were able to achieve substantial gains in task automation and workflow efficiency without additional technical support effort, thanks to a secure, scalable, and maintainable solution built with rigorous DevSecOps and infrastructure as code practices.

In early adoption, the GenAI solution handled 605 out of 1,121 cases, saving approximately five minutes per request. This equates to over 50 hours of manual effort saved so far, with a potential to scale to 250+ hours monthly as the solution expands.

With both platforms built on AWS-native services, CyberCX were able to deliver a future-proof solution with the highest level of scalability, reliability and access to state-of-the-art LLMs. Leveraging reusable, production-ready pattern templates designed and built by CyberCX resulted in significant cost efficiencies for the engagement.

The close collaboration between CyberCX and MyHR engineers allowed for knowledge transfer and provided a great opportunity for the MyHR team to gain hands-on experience working with new technology that is reshaping the future.

"From scattered data to smart automation, CyberCX helped us to build a secure, scalable GenAI platform that frees our HR experts to focus on people – not processes"

PETER SIMMONS, CTO
MyHR

About CyberCX

CyberCX is the leading provider of professional cyber security services across Australia, New Zealand, UK and US. With a workforce of over 1,400 professionals, we are a trusted partner to private and public sector organisations helping our customers confidently manage cyber risk, respond to incidents and build resilience in an increasingly complex and challenging threat environment.

Contact us to find out how CyberCX can boost the cyber security skills of your entire organisation.

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