

Kim Technologies

Automating HR Service Delivery

A New Jersey-based company which spun out from its parent company less than a year ago, Kim Technologies is making its mark as a next-generation platform able to automate HR processes without the need for IT development. Applying emerging technologies to enterprise process automation, Kim eliminates the traditional coding requirements and instead empowers knowledge workers (e.g. HR professionals) with the ability to create their own applications using intuitive configuration tools in a user-friendly web interface.

“Kim is a dynamic software system designed for today’s dynamic business environment, and automates case, document, workflow, and knowledge management processes” explains Robert Farina, CEO of Kim Technologies.



Robert Farina

Kim’s unified platform is built using multiple aspects of AI, including neural networks and machine intelligence, to provide a future-proof and scalable PaaS (Platform-as-a-Service) solution for businesses of all sizes. HR professionals can choose whether to automate their current manual processes as they are, take the opportunity to make some changes, or create applications for new ones entirely. Solutions are configurable and live in hours or days, rather than months or years, and the system quickly adapts to the user knowledge and data it is provided. Just as artists portray their ideas on a blank canvas, Kim provides the virtual canvas for knowledge workers to create their own applications as they see fit. With the freedom to develop and maintain customizable solutions in this way, Kim’s platform heralds a new paradigm for business functions such as HR, Legal Operations, Contracting and Compliance.

Extending beyond the conventional system of records to a fully-automated HR service delivery model, Kim understands the importance of putting robust, standardized processes into place, across the business to ensure appropriate governance. The system can be configured to automate a wide range of HR processes across the employee lifecycle from recruitment and onboarding, through sickness absence, vacation requests, maternity or paternity leave, performance management, all the way to exit interviews

and surveys. With all data and documents stored in an AI-powered unified repository, Kim not only simplifies the process of retrieving information, but takes knowledge management to another level by allowing users to make connections between data points from diverse processes that would otherwise have been missed.

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“The HR function is increasingly being asked to mine its data and provide value-added insights,” explains Farina. “Kim provides users with the ability to move beyond basic activity data and become much more proactive by identifying patterns and trends that can improve performance and efficiency not only within the HR function itself but across the business as a whole.” A powerful built-in reporting tool allows clients to design and configure permission-based dashboards on the single unified platform, making it easy for knowledge workers to configure and visualize all HR-based activities, manage risk, and quickly identify the patterns that point to issues that may require attention. Kim automatically creates REST APIs for everything users configure on the platform, and some customers integrate with other systems such as Salesforce to join up additional processes and create an even richer pool of data. With MS Azure as a cloud partner, the company maintains separate data centers in different geographies such as the UK, U.S., Hong Kong and Singapore, to meet the modern data compliance needs in different parts of the world.

Having thousands of users in over 35 countries, Farina confidently speaks about Kim’s robust R&D schedule: “Kim is making inroads into expanding its cognitive AI capabilities with powerful machine learning algorithms that will enable the platform to become increasingly proactive in identifying valuable insights and making recommendations to end users.” With ongoing updates and enhancements such as these, the platform is well-poised to grow a significant customer base in the HR industry. 