BPI

darwinbox

CASE STUDY

Infini-T Award

Infi in AI HCM Trailblazer



BPI

LEGACY	HEADCOUNT	PARTNERSHIPS	MOBILE ADOPTION
175-year legacy	23,000 Employees	139 International Partnerships	99% App Usage

Executive Summary

Bank of the Philippine Islands (BPI) is Southeast Asia's first bank and is acknowledged as a leading provider of financial services and an industry pillar in the Philippines. They manage over 60 billion dollars in assets, operate with 139 international partnerships, and have a diverse workforce of 23,000 employees spread across the Philippines, Singapore, Hong Kong, Middle East and the UK.

Guided by the vision of creating a more connected and human-centered employee experience, BPI introduced **RHEA - Real-time HR Express Assist**, its digital HR ecosystem delivering intelligent, accessible, and data-driven HR services. RHEA fundamentally transformed the bank's employee platform experience-from a fragmented set of tools into a unified, cohesive digital ecosystem. What was previously a disjointed landscape of systems is now a single, intuitive platform that delivers a consistent and seamless experience for employees, managers and HR alike.

A key enabler of this transformation was the platform's extensibility and flexibility. The HRIS was designed to support single sign-on (SSO) with third-party solutions, while allowing contextual redirection links to be embedded within the same application. This eliminated unnecessary system hopping and significantly improved usability, productivity, and adoption.

Beyond user experience, RHEA demonstrated strong integration capabilities. It successfully connected with both modern and legacy platforms, ensuring continuity of critical processes while enabling modernization at scale. This integration-first approach reduced operational silos and allowed data to flow more reliably across processes. RHEA also laid a strong foundation for future strategic initiatives. It established the core capabilities that can support identity and access management, skills management, and other forward-looking workforce programs.

The platform also supports curated employee journeys around key life and career milestones-such as becoming a first-time manager, getting married, or welcoming a child-ensuring employee receive relevant support at meaningful moments. With **99% mobile app adoption** across the workforce, RHEA has become an always-on digital companion for employees. During **Typhoon Carina**, more than **15,000 employees used RHEA for safety check-ins**, demonstrating how the platform can support employees not only operationally but also during moments that truly matter.

Building on this strong digital foundation, BPI is embedding AI as an acceleration and experience layer across recruitment, performance, and service delivery through the Darwinbox Super Agent (native AI-powered agent interactions). This evolution is enhancing productivity and decision-making while strengthening the overall employee experience. Early results - including **48% faster hiring** and a **31% reduction in HR queries** - indicate the growing impact of AI as it continues to scale across the organization.

45%
Faster Requisition Approvals
11 → 6 days

23,000
Employees
Enterprise Workforce

48%
Performance Adoption
33 → 17 days

2.1x
Customer Base Growth
In 3 years from 8.5M to 17.5M

99%
Mobile App Usage
Adoption across workforce

Context

Enterprise Scale, High Volume, and the Need for Speed

BPI's scale, legacy, and nationwide footprint demand an HR function that can match the speed and precision of a modern digital bank.

Legacy Reality	What BPI Needed
High-volume hiring, performance cycles, and service requests demanding faster, more consistent execution	A unified HR platform spanning the complete employee lifecycle - from hire to retire
Manual effort and fragmented workflows limiting the speed and quality of HR decision-making	Consumer-grade, mobile-first access ensuring every employee receives HR support regardless of role or location
Inconsistent employee experiences across roles, locations, and career moments - with no unified journey design	End-to-end process digitization eliminating manual coordination and email-driven approvals

Legacy Reality	What BPI Needed
Limited real-time visibility into workforce data for HR and business leadership	Curated employee journeys around key life and career milestones - not just transactional HR processes
Non-desk and field employees with unequal access to HR services compared to office-based colleagues	Scalable self-service with governance, audit trails, and real-time insights for leadership; AI embedded across the lifecycle (hire-to-retire)

The Strategic Ambition

"Mirror the customer experience in the employee experience." RHEA was designed as a digital partner, not just a system - human at heart, digital by design.

Vision Behind the Transformation

The Birth of RHEA

With a legacy of over **175 years**, BPI recognized that the same digital excellence delivered to customers must be reflected internally. The vision was clear: "**employee experience should mirror customer experience.**" This led to **RHEA**—not just a system, but a **digital partner** for employees and managers, built on the belief **"human at heart, digital by design."**

The Birth of RHEA - Our Turning Point

RHEA became the recognizable heartbeat of BPI's people experience-**a unified identity** that employees could trust and engage with across moments. This brand forward approach strengthened adoption: **99% workforce on the mobile app**, evidence that the assistant is present where it matters most.

The Transformation

Five Pillars of a Unified HR Ecosystem Powered by AI

BPI consolidated the employee journey on Darwinbox with AI as a native layer across processes. While BPI's AI journey is still evolving, the organization is already seeing measurable efficiency gains.

AI Powered Recruitment & Hiring Intelligence

- **35,169** resumes parsed with automated data extraction
- AI **stack ranking** and CV insights; AI assisted interview questions & evaluation support
- **Results: 48%** faster time-to-hire (**33 → 17 days**); **45%** faster requisition approvals (**11 → 6 days**)

AI Augmented Performance Management

- **59,769** AI generated role specific goals
- **42,847** AI assisted review evaluations
- AI powered feedback & calibration summaries
- **Outcome:** fully digitized, AI assisted performance cycles with faster completion and consistent calibration

Agentic HR Super-Agent: Transforming Service-Delivery

- Rolled out to **~23,000 employees** as first-line HR support
- Natural-language Q&A, policy retrieval, attendance, pay slips, HR letters, guided ticketing
- **Bilingual** (English & Tagalog) for intuitive, locally relevant support
- Impact to date: **43,394 agent interactions; 1,802 employee support interactions**; significant routine-query deflection

Workflow & Process Intelligence

- **1,983** form summaries generated
- **537** profile summaries
- AI-based query classification and auto-generated workflow documentation
- Reduced administrative review time; clearer and faster processing

Talent & Career Intelligence

- AI-assisted development goals, continuous feedback summarization
- Improved talent visibility; career architecture evaluation; succession input

The Operating Model Shift

RHEA redefined how HR services are delivered, how managers lead, and how employees self-serve-**with mobile as the default**

Before RHEA	After RHEA
Manual steps and fragmented decision inputs	AI assisted decisions with automated summaries and prompts
HR dependent transactions; slower SLAs	Employee self-service + Super-Agent deflecting routine queries
Inconsistent review quality and timelines	100% digital, AI assisted reviews and calibrations
Limited real-time visibility	500+ reports; 10+ leadership dashboards for instant insight
Uneven access for non-desk employees	99% mobile app usage—HR in everyone's pocket

The Impact Wall

The transformation delivered powerful organizational outcomes:

Beyond operational efficiency, RHEA has driven strong cultural adoption and everyday employee engagement. Within the first month of launch of their recognition programs, over 5,000 recognition badges were exchanged across teams. The platform has also enabled workflows for several impactful use cases, including employee donation programs such as blood donation drives, disaster relief initiatives, and leave sharing. It has further enabled the digitization of over 200 previously paper-based forms, while supporting an average of nine organizational announcements daily-reflecting its role as a central, always-on communication and engagement layer for the workforce.

>15K+ Employees used Typhoon Carina check-in	**99%** Workforce is using the Darwinbox Mobile app	**48%** Reduction in Time to hire
31% Reduction in YoY queries	**43K+** Agent interactions	**6** Applications integrated with Darwinbox, 4 more in pipeline
100% Automation of goals and reviews	**59k+** Goals generated by AI	**500+** Reports configured on Darwinbox

Innovation & Differentiation

Why BPI's Transformation Stands Apart

A Named Platform Identity That Drives Adoption

RHEA is not a system name known only to the IT department. It is a brand - recognised, trusted, and used by 23,000 BPI employees as the natural channel for HR support. The 99% mobile adoption rate is its proof.

AI Embedded in a Governed, Regulated Context

BPI operates in a highly regulated financial services environment. The decision to embed AI within RHEA's governed, auditable platform architecture - rather than deploying AI tools outside the HR ecosystem - is a differentiated and responsible approach where capability and compliance coexist.

Life and Career Milestone Journeys

RHEA focuses on people - acknowledging the moments in employees' lives that matter beyond the transactional. First-time manager programs, marriage and family milestones, career transitions - these curated journeys reflect BPI's commitment to being a genuinely human-centred employer.

Platform as Infrastructure

The Typhoon Carina check-in moment reveals something most HR platform deployments never achieve: genuine organizational trust. When 15,000 employees instinctively turned to RHEA during a natural disaster, it demonstrated the platform had transcended its HR remit and become part of how BPI functions as a community.

Conclusion

“BPI’s transformation demonstrates how a modern, enterprisegrade HR ecosystem can operate at true scale-enabling dramatically faster hiring, fully digitized and insightdriven performance cycles, pervasive selfservice through an intelligent SuperAgent, and realtime leadership visibility. All of this is delivered through a unified RHEA experience that mirrors BPI’s customergrade promise within the organization”