

SUCCESS STORY

How Empxtrack Streamlines Employee Exit Process for a Global IT Company



AT A GLANCE

Industry: Information Technology & Services

Location: North America, Europe, South East Asia, South America

Employees: 1K to 5K globally

Products Used

HRIS, Payroll, Onboarding, Exit, Travel and Expense, and Promotion

OVERVIEW

Digital Management, LLC (DMI) is a global digital transformation leader specializing in delivering innovative technology solutions and services. With a strong global presence, DMI is dedicated to enhancing employee experience through innovative HR technology, ensuring that every team member thrives in a supportive and dynamic environment.

DMI needed to improve its employee exit process with a customized offboarding solution.

THE CHALLENGE

The client faced complexity in managing employee exits. The existing processes made it difficult to ensure compliance with legal and regulatory obligations during offboarding. This highlighted the need to streamline their offboarding process.

Recognizing the need for improvement, DMI looked for a highly customized offboarding solution that could effectively handle their employee exit process efficiently.

Their existing system lacked the flexibility to accommodate multiple clearance types and

KEY OUTCOMES

- Customized employee exit process
- Improved data accuracy
- Insights into employee exits
- Improved compliance
- Timely full and final settlements
- Positive employee experience
- Better employer branding

specific custom fields essential for accurately capturing employee exit data.

The organization required extensive customizations to its exit workflow and clearance process that involved capturing detailed information. Hence, they needed custom fields to specify the names of clearance managers, various clearance types, and specific resignation capture fields to document employee departures accurately. Moreover, this level of customization was essential for tracking approvals and ensuring that all necessary steps were followed during the offboarding process.

Thus, the challenge was to transform their complex requirements into an efficient, custom-made and user-friendly system that would meet their unique needs.

THE SOLUTION

Recognizing the potential for significant improvement in the exit management process, DMI reached out to the Empxtrack team. They had positive experience with Empxtrack's capabilities in the past. Therefore, they felt confident that a tailored solution could effectively simplify their exit procedures, enhance compliance with company policies, and ultimately provide a better experience for departing employees.

Empxtrack implemented a customized exit management software solution for DMI, which was designed specifically to meet their unique needs and challenges. A seamless employee exit process streamlined administrative tasks, as well as addressed the emotional and practical aspects of employee departures.

The new system allowed DMI to automate key processes, reduce paperwork, and ensure that all necessary steps were followed during an employee's offboarding. This resulted in a more efficient exit workflow.



We extend our gratitude to the Empxtrack team for your exceptional support in streamlining our key HR processes like Payroll, Exit, Onboarding, HRIS, Employee Letter Generation, Travel and Expense, Promotion, and more. The customization options, especially for onboarding and exit processes, and reports set you apart. Your dedication and responsiveness have consistently helped us meet our timelines. We look forward to continuing this successful collaboration!



Seema Rajendran
Lead - Human Resources
DMI

Key features of the solution included:

Flexibility in Resignation Capture

Empxtrack offered a customizable resignation capture process, thus allowing employees to submit their resignation directly or enabling HR to initiate the exit on their behalf. This dual approach ensures a smooth and efficient transition for both the employee and the organization.

Custom Approval Workflow

Custom approval workflow was designed to accommodate various exit scenarios, thereby ensuring that each employee's departure is handled with care and accuracy.

Inclusion of Custom Data Fields

Empxtrack created custom data fields for exit types, reasons, and sub-reasons. Hence providing HR with valuable insights into the factors influencing employee departures.

Employee Name :
Janet Leverling (4522)

*Type of Exit :
Voluntary

*Reason :
Career Growth

Sub Reason :
Changing career direction

Dynamic Dropdown Options

Customized dropdown menus were integrated to facilitate easy selection of exit categories, therefore enhancing user experience and data accuracy.

Multiple Clearance Types with Specified Manager Assignments

Empxtrack exit management solution gave the flexibility to define the clearance workflow and various clearance types. Each clearance type was assigned to specific clearance managers. This approach enhanced accountability and clarity throughout the employee exit

process, ensuring that the appropriate personnel managed each clearance type effectively.

Additionally, clearance managers could be designated during the initiation of the clearance process. They could initiate clearances simultaneously or sequentially, providing the organization with the adaptability to streamline operations according to its needs.

Clearance type	Clearance from
Transport	Clearance given by Samantha Ruth (4766). N/A
Recovery of Laptop System, Data card and others Returnable items	Clearance given by IT Support: We have received IT assets from Janet Leverling.
Clearance from Manager and Department Knowledge Transfer completed	Pending clearance by: Ana Smith (4517). <input type="text" value="Ana Smith"/>
Leave Encashment (days)	Pending clearance by: John Steel (4590). <input type="text" value="John Steel"/>

Automated Notifications

Empxtrack configured a system to notify all clearance managers, ensuring that all stakeholders were informed and could act promptly.

Numerous Configuration Capabilities

Empxtrack exit management software offered numerous configuration options. Hence it empowered DMI to tailor the system to their unique needs. With options to define various exit types and reasons, HR could customize the data fields to capture essential information relevant to each departure.

These numerous configuration capabilities thus ensured that the exit management process was not only efficient but also adaptable to the changing needs of the organization.

Comprehensive Clearance Reporting

The team developed a custom employee clearance report, allowing the payroll team to download and identify outstanding clearances. This streamlined the process of finalizing employee clearances and ensured no steps were overlooked.

Additionally, Empxtrack provided validations to ensure that all departmental clearances were completed before the full and final settlement. This crucial feature helped maintain accountability and compliance throughout the exit management process.

Enhanced Employee Experience

Empxtrack refined the finalization of the exit process to provide a smooth experience for departing employees. This consequently reinforced DMI's commitment to a positive organizational culture.

With Empxtrack's customized solution, DMI successfully enhanced communication among teams. They further ensured a respectful and efficient employee exit process.

RESULTS

The implementation of the customized employee offboarding solution resulted in several benefits for DMI:

- ✔ Efficient and streamlined exit management process
- ✔ Improved data collection, leading to insights into employee exits
- ✔ Better communication and coordination across teams
- ✔ Easy identification of outstanding clearance and tasks
- ✔ Reduced delays in full and final settlements
- ✔ Identification of exit trends
- ✔ Analysis of underlying reasons for employee departures
- ✔ Improved employer reputation
- ✔ Positive employee experience



Go through an interesting and informative article that shows how empxtrack supports employee exit surveys and interviews

Disclaimer: Maintaining the security of our client data is our prime responsibility. The images shown in this case study regarding the employee exit process, contain dummy data.

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