Transforming Employee Onboarding Experience

How Empxtrack Made a Difference for an IT Company

Industry
Information Technology & Services

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

Employees
1K to 5K globally

Size of the company
SMB

Products Used

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

Key Outcomes

- Streamlined onboarding process
- Improved and personalized onboarding experience
- Faster time to productivity
- Time savings in recurring tasks
- Enhanced compliance and reporting
- Increased employee retention

Overview

This case study is about Digital Management, LLC (DMI), a global digital transformation leader that specializes in delivering innovative technology solutions and services. The company aimed to improve employee onboarding experience by automating the process and increasing readiness of new hires from day one.

DMI, meanwhile, also began looking for a user-friendly yet comprehensive new hire onboarding solution that could engage the new hires and set them on the right track for growth.

The Need

The client recognized the need to improve its manual employee onboarding process, where increased speed and efficiency could yield significant results. The manual process created additional administrative burdens for the HR and onboarding team.

Besides, the new hires occasionally faced delays in accessing essential resources and information. This was affecting their initial engagement and productivity.

To enhance the employee onboarding experience, DMI sought a robust solution to automate tasks. Ultimately, this solution aimed to create a more streamlined and engaging process for new employees.

The Solution

Empxtrack provided a customized automated employee onboarding solution that enabled the client to seamlessly onboard new hires and make them productive from day one. So far, the client has successfully done approximately 1000 onboarding using Empxtrack's new employee onboarding solution. The proposed solution offered the following key features:

Customized Data Fields

Empxtrack allowed DMI to create tailored onboarding forms with specific data fields and many validations. This ensured all necessary information was collected accurately and efficiently. For instance, some validations include filling in necessary information such as address, beneficiary information etc.

Personalized Welcome Emails

Each new hire received a customized welcome email that included their login credentials to the onboarding page of the Empxtrack, thus ensuring a smooth transition into the system. This personal touch helped the new joinees feel valued from day one. Moreover, it provided immediate access to essential resources, fostering a positive onboarding experience.

Empxtrack also provides the option to send emails while keeping other stakeholders in the loop, to ensure clear communication throughout the process.

System-Generated Employee Numbers

The system automatically generated unique employee numbers based on predefined company rules. This streamlined the onboarding process by ensuring unique identification and reducing administrative errors. It also ensured consistency and accuracy, allowing new hires to be efficiently integrated into the organization without manual intervention.

Automated Workflows

The onboarding process was transformed into a series of automated steps, significantly reducing manual interventions. Consequently, this ensured timely completion of tasks.

Easy Management of Onboarding Requests

The system enabled HR managers to manage the employee onboarding process seamlessly. To access Empxtrack, there was a one click access to share login credentials, view login details, view offer, cancel offer, and a lot more.

Candidate name	Joining date	Created on	Status	Onboarding plan	Actions
John Harret	01/10/2024	07/10/2024	Opened	Senior Emp Onboarding	...
Patricia March	15/10/2024	03/10/2024	Initiated	Default	

Actions menu:
- View details
- View login details
- Edit
- Send email to candi...
- Cancel offer
- View offer

Digital Document Management

New hires could submit required documentation electronically through multiple onboarding forms, thereby reducing paperwork and ensuring all necessary documentation is completed.

Custom Checklists

Comprehensive checklists guided HR and new hires through essential onboarding tasks. Thus, ensuring a consistent and personalized employee onboarding experience for new hires.

Personalized Welcome Page for New Joinees

A personalized welcome page on the portal was created specifically for the new hires. This provided them with easy access to essential information, resources, and helpful links. Furthermore, this tailored onboarding experience made the new joinees introduction to the company more engaging. It also helped them navigate into their onboarding journey with greater confidence.

Custom Reports

The solution included robust custom reporting capabilities that allowed HR to generate tailored reports based on specific metrics and data points. This enabled the team to gain valuable insights into onboarding status, facilitating data-driven decision-making and continuous improvement in the onboarding process.
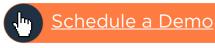
Results

With the implementation of an automated and customized employee onboarding solution, the client received numerous benefits including:

- ✓ The software accelerated the onboarding process and saved time

- ✓ There was an increase in employee engagement

- ✓ Employees received a personalized onboarding journey and experience

- ✓ New hires demonstrated increased readiness from day one

- ✓ The onboarding system reduced the administrative burden

- ✓ Automated data entry and validation minimized errors in employee records

- ✓ The platform provided access to essential resources and training materials

- ✓ The system sent automated notifications and reminders to keep new hires informed

- ✓ The organization improved compliance and reporting

- ✓ The solution ensured higher employee satisfaction and retention rates

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

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