

Case Study | HUMAN RESOURCE

Streamlining Employee Onboarding with Automation for a Major FMCG



Problem

A company faced a cumbersome manual onboarding process for new hires.

This resulted in delays, the potential for errors in paperwork, and a less-than-ideal first impression for new employees.

Solution

Implementation of an automated onboarding workflow leveraging their existing HRMS and complementary technologies:

- ✓ **HRMS as Foundation:** Configuring their HR system (Workday, SAP SuccessFactors, etc.) to orchestrate the onboarding lifecycle.
- ✓ **Workflow Automation:** Integration of RPA tools to automate repetitive tasks like form filling and task notifications.
- ✓ **Secure Document Management:** Cloud-based storage (Box, Dropbox) for onboarding forms and documents.
- ✓ **E-signature Integration:** Tools like DocuSign or Adobe Sign for convenient electronic signatures.

Results

- ✓ Significantly streamlined onboarding process, reducing completion time for new hires.
- ✓ Enhanced new hire experience with a less bureaucratic and more efficient process.
- ✓ Reduced potential for errors in paperwork due to increased automation.



Technology Stack

- ✓ **HRMS:** Core system such as Workday, SAP SuccessFactors, or similar.
- ✓ **Workflow Automation:** RPA tools (UiPath, BluePrism, Automation Anywhere, etc.).
- ✓ **Document Management:** Secure cloud storage solutions.
- ✓ **E-signature Tools:** DocuSign, Adobe Sign, or equivalent.



Software Development

- ✓ **HRMS Configuration:** Customization of the HRMS to define the onboarding process stages and data elements.
- ✓ **Workflow Development:** Building RPA workflows to automate form population, trigger notifications, and manage task dependencies.
- ✓ **Integrations:** Securely connecting the HRMS with document management and e-signature platforms.



Before Metrics

Average onboarding time: 2 weeks

New hire satisfaction rate: 65%



After Metrics

Average onboarding time: 3 days

New hire satisfaction rate: 80%