

Problem Definition

1. Problem Statement

- Many organizations face challenges in efficiently managing employee onboarding and exit processes. An automated HR assistance system can streamline these processes, reducing manual workload and improving employee experience.

2. Problem Description

- In most organizations, HR teams spend a significant amount of time manually handling employee onboarding and exit formalities. These include document verification, orientation scheduling, IT access setup, exit form completion, and feedback collection.
- Manual handling often leads to delays, miscommunication, and inconsistent employee experiences. The typical customers are small to medium-sized enterprises (SMEs) and corporate HR departments that lack an integrated digital system for onboarding and exit processes. These HR professionals find the manual process time-consuming, repetitive, and prone to errors.
- Through customer discussions and interviews, it was found that HR managers want a centralized digital solution to automate onboarding and exit workflows. They seek AI-driven assistance for managing forms, reminders, checklists, and employee queries.
- Most HRs agreed that such a solution would save time, ensure compliance, and improve satisfaction for both new joiners and exiting employees. Several respondents expressed willingness to pay for a SaaS-based HR tool if it reduces administrative overhead.

(Refer to “Annexure – A: Customer Interview Summary Sheet” for detailed interview data.)

3. Ideal Customer Profile for your product

Attribute	Description
Customer Type	Small to medium-sized enterprises (SMEs) and growing startups
Industry	IT services, consulting, manufacturing, education, and healthcare
Company Size	50–500 employees
Key Stakeholders	HR Managers, HR Executives, Founders, and Administrative Heads
Pain Points	Manual onboarding paperwork, inconsistent employee experience, lack of data tracking, delayed exit formalities
Goals	To automate repetitive HR tasks, improve compliance, ensure smoother onboarding and offboarding experiences
Budget	₹50,000–₹2,00,000 annually for SaaS or HR software subscriptions
Decision Drivers	Ease of use, integration with existing HR systems, cost-effectiveness, and data security

4. Customer Persona for your product

Category	Details
Name	Vishal R
Age	22 years
Occupation	Final-year B.E. (Information Science Engineering) Student
Institution	REVA University, Bengaluru
Role/Interest Area	Member of the Placement Cell / HR Automation Project Team
Goals	To develop a digital solution that helps automate onboarding and exit interview processes for students joining internships or campus jobs.
Challenges & Frustrations	Manual coordination between departments for document collection, delays in feedback collection from outgoing students, and managing multiple Excel sheets.
Needs	A user-friendly platform that can collect, organize, and track onboarding and exit details digitally, reducing paperwork and manual errors.
Technology Comfort Level	Highly comfortable using software tools, web apps, and automation platforms; familiar with basic coding and database systems.
Motivation	Wants to apply technical and analytical skills to solve real HR workflow issues and showcase this project during placements.
Preferred Features	Automated form submissions, checklist tracking, notifications/reminders, and report generation for onboarding and exit data.
Budget Sensitivity	Prefers free or low-cost academic project tools or open-source platforms suitable for student-level implementation.
Personality Traits	Tech-savvy, problem-solving mindset, team-oriented, and motivated to bring digital transformation into HR processes.

Annexure – A

Customer	Designation / Role	Key Questions & Responses
1. Jeevitha R	Final Year Student ISE	<p>Q: Do you face any issues during onboarding for internships?</p> <p>A: Yes, submitting documents and forms manually is time-consuming.</p> <p>Q: Would a digital system help?</p> <p>A: Definitely, it would make the process faster and error-free.</p>
2. Kiran Jayram	Java lecturer	<p>Q: What are your main challenges in managing student onboarding?</p> <p>A: Collecting ID proofs, resumes, and verification data from hundreds of students is difficult to track manually.</p> <p>Q: Would you use an HR assistance tool?</p> <p>A: Yes, it would save a lot of time and reduce confusion.</p>
3. Aishwarya M N	HR Intern (working part-time in a startup)	<p>Q: What difficulties do you face during onboarding or exit interviews at your internship?</p> <p>A: Everything is handled through emails, and it gets messy. An automated platform would make it professional.</p> <p>Q: Would you recommend such a tool to your company?</p> <p>A: Yes, if it's easy to use and affordable.</p>
4. Dr. Kavitha Babblad	Faculty Coordinator	<p>Q: From a faculty perspective, what challenges exist?</p> <p>A: Tracking which students have completed onboarding or submitted documents is hard.</p> <p>Q: Would automation help?</p> <p>A: Yes, a centralized dashboard for all student data would be very useful.</p>
5. Arjun Raj	Final-year Student ECE	<p>Q: What is your experience with exit feedback after internships or training?</p> <p>A: We usually forget or delay submitting feedback.</p>

