**8. Vendor vs Build Decision + Pilot Plan**

**Action:**  
Evaluate whether to adopt a vendor solution (e.g., BambooHR, Workday, Zoho People) or build a lightweight internal portal.

**Vendor vs Build Comparison Checklist**

| **Criteria** | **Vendor Solution (e.g., BambooHR)** | **Internal Build (Custom Portal)** |
| --- | --- | --- |
| **Cost (Licensing vs Dev Effort)** | Subscription cost per user/month | One-time dev cost + ongoing maintenance |
| **Time to Deploy** | Fast (weeks) | Slower (months) |
| **Integration with HR/IT systems** | Standard APIs, pre-built connectors | Needs custom API development |
| **Security & Compliance** | SOC2 / GDPR ready | Must be built & audited internally |
| **Customization** | Limited to vendor roadmap | Fully customizable |
| **Support & Upgrades** | Vendor-managed | Internal IT must maintain |
| **Scalability** | Scales with vendor infrastructure | May need infra scaling internally |

**Pilot Plan (Phase 1)**

* **Scope:** Pilot onboarding automation for **2–5 new hires in one department** (e.g., IT or Sales).
* **Duration:** 1–2 months.
* **Approach:**
  + Configure vendor trial / build MVP portal.
  + Run onboarding process with pilot hires.
  + Capture effort reduction, lead time, and user satisfaction.
* **Success Criteria:**
  + ≥30% reduction in HR manual steps during pilot.
  + New hires complete all pre-Day-1 tasks with <2 reminders.
  + Managers/HR report ≥80% satisfaction with status visibility.
* **Next Step:** If pilot success criteria met → scale across departments.