

Streamlining Employee Onboarding Process for a Multinational Software Company

KEY AREA: BUSINESS REQUIREMENTS FOR INFORMATION TECHNOLOGY

CONTEXT

The CIO of a large multi-national software company issued a mandate stating 98% of new employees had to be set up in the system and have access to email the first day they report to work, also known as “Day One”.

Under the current condition, it is not uncommon for a new employee to remain unproductive for several days, even weeks, awaiting system and email access.

The company calculated, this is costing them several million return from the employee while they remain unproductive. In addition, new employee’s first impressions are severely tarnished when discovering the company has not prepared for their arrival.

- **Successfully ensured 98% of employees were on boarded correctly on ‘Day 1’, saving them millions of dollars.**
- **Employee’s first impression went up when they discovered the company had prepared for their arrival.**

THE CHALLENGE

The main difficulty is the transfer of information from one department (or system) to another. At various junctions throughout the onboarding process, the transfer of information requires manual manipulation. Moreover, there are over-night data feeds which delay business activities even further. Other issues consistent with the onboarding process include unclear responsibilities and deficient business rules.

HOW WE ACCOMPLISHED THIS

The BusinessGenetics Business Modeling Language (BML) methodology was used to elicit and synthesize the knowledge of the current state business process. Once the current state was understood, subject matter experts (SMEs), armed with their governance team’s suggestions and solution guidance, designed their future state environment.

1. **Project Planning** – BusinessGenetics utilized its project planning framework to define the project effort and schedule including all of the necessary project activities, deliverables, responsibilities, resource estimates and timelines to achieve the project purpose.
2. **Current State Business Modeling** – BusinessGenetics modeling specialists facilitated work-sessions with the SMEs to build the current state business models. Many issues were identified and documented behind the scenes during these work sessions. Upon the customer’s request, BusinessGenetics was able to auto-generate a work-session issues report for their review.
3. **Opportunity Analysis** – By analyzing the business models and business issues, BusinessGenetics BML specialists produced a list of business improvement opportunities and recommendations for the customer. These opportunities and recommendations were constantly benchmarked against future state work sessions.

4. **Future State Business Modeling** – Armed with recommendations, issues and validated current state business models, BusinessGenetics facilitated work-sessions clearly defined the new environment for their onboarding process. The elimination of over-night data feeds and more real-time data transfers has helped ensure new employees are able to access the system and email on “day one”. Moreover, business activities in the future state models were assigned a responsible role or organization, thus eliminating any confusion around who is to perform that business activity.
5. **Project Deliverables** – Post future state modeling, BusinessGenetics delivered a business requirements document (BRD) which broke down each business process flow into individual business requirements or “Atoms”. From each Atom, the customer was able to produce IT requirements enabling the project’s goal to become a reality.

SUMMARY

BusinessGenetics models, approach and business requirements provided this large multi-national organization with a means of streamlining their onboarding process to ensure 98% of new employees had access to their email and system account on “day one”. Moreover, the models useful life did not end with the conclusion of this initiative. The customer could use them again to ensure other resources, such as a laptops or smartphones, are also available to the new employee on “day one”. In conclusion, the customer saw ROI in the millions as their new employee’s productivity increased with the use of their email and system access on “day one”.

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