Add & Automate Services: New Employee Onboarding

By Howard M. Cohen

"You never get a second chance to make a first impression," warned legendary American humorist Will Rogers. This is true in new friendships, new romances, new customer relationships, and it is just as true when your clients hire new employees.

How often have you heard this scenario: When a new hire reports for their first day of work they are told that a desk has not yet been identified for them to occupy. Their phone line isn't activated yet, nor is their account on the computer network or in the cloud. They are invited to sit in a conference room while someone gathers the paperwork they need to fill out. They, of course, get sidetracked.

Imagine what that employee must be thinking. They clearly cannot be impressed and filled with enthusiasm for their new company.

Instead, imagine that employee reporting for day one and being given their network ID with an initial password. They are shown to their desk at which they learn how to start the login process. Once on the network they find their email, instant messaging and team collaboration applications are all ready to go and there's already a few messages waiting for them, including one that says, "Getting Started: Day One at Our Company". This message directs them to the human resources site that explains all the cloud and internal applications they will have access to for their new role at the company, such as web conferencing, benefits, payroll, training and much more.

How would they react to that greeting? Very, very differently. And you can help ensure this happens quickly and efficiently by automating the onboarding steps into one or two processes.

Why Your Client Needs Your Onboarding Program Support

From the Society for Human Resource Management (SHRM): "According to SHRM's most recent onboarding study, nearly half of all hourly workers leave new jobs within the first four months and half of outside senior hires fail within 18 months. One-way companies can improve these statistics is by the use of strategic onboarding techniques that help employees assimilate."

"If you don't onboard them properly, your great new employees won't stay," continues SHRM. "It's important to view onboarding as a continuation of the recruitment process. A strategic, standardized, consistent onboarding process can provide your company with higher rates of employee engagement, performance, and retention. And it works for all company sizes, big or small."

Why You Want to Offer Onboarding, a Significant Service Offering that Produces Excellent Revenue

Since onboarding occurs at the systems, procedural, and the human resource level there are many things that need to be done. Your best strategy is to work with your customers to create services around these projects, then apply as much automation as possible to reduce your costs and decrease your time to completion. You'll learn more about how to accomplish this as you proceed through this paper.

The Importance to Companies of an Outstanding Onboarding Experience

Clearly, the first benefits for companies providing a superior onboarding experience to every new employee are the confidence and enthusiasm they attain for working at their new company. SHRM also points out that, "No matter what the terminology, the bottom line is that the faster new hires feel welcome and prepared for their jobs, the faster they will be able to successfully contribute to the firm's mission."

The most fundamental aspect they'll need to learn is how to properly manage and use all company resources quickly. This will help them adapt to their new surroundings far more quickly and effectively leading to some key benefits for the company.

Improved Employee Retention

When the new employee experiences the efficiency of their onboarding, that all-important first impression is reassuring and leads to a devoted long-term employee.

Shortened Learning Curve

The fact that the fundamental resources are all provided and documented means less time spent on teaching things the employee can readily learn themselves.

Achieving Growth Objectives

People are hired to make significant contributions to a company that helps it scale more smoothly and quickly. By doing so, each person helps the company achieve and exceed its growth objectives.

Because of the planning you have taken with your customer around the onboarding, each new employee can now "hit the ground running" on day one and start producing results immediately. This will mean an earlier return on the investment the company will receive in hiring them and reinforcing each employee's perception of quality in the company.

Yet…

Despite all the benefits to be enjoyed, employee experiences to be enhanced, and productivity gains turning into reduced costs, SHRM data suggests that fewer than 1 in 5 companies actually employ a formalized, well-developed, and automated onboarding process for new employees. If your client is among the majority who have not yet automated their onboarding process, you have an excellent opportunity to earn their appreciation while driving new services revenue.

We've Addressed the Why. Here's the How!

The sheer number of activities that must be performed, and the time-consuming nature of many of them, suggest why many companies fail to do it well, and the smart ones turn to providers like you for help and support. There's just too much demand on the time and effort of a variety of people, making it far too easy for any one of them to break the chain of events that must be completed.

Some of these activities, such as creating a new network account, email account, and other application-based credentials requires visits to many different consoles and screens. As such, it is all too easy to make mistakes during so many operations. One missed step can require the operator to back out all subsequent steps to get back to the point at which they erred. Operations like these, that involve computer systems, data entry, and multiple, related steps are ideal candidates for automation.

The Ideal Approach to Automated Onboarding

The ideal toolset for automating and connecting all the component steps of the onboarding process matching your standard operation procedures is provided in MSPComplete by BitTitan. This automation engine is designed to provide IT service organizations the ability to create repeatable activation, deployment and support service activities to efficiently support their customers.

The fundamental operating concept behind MSPComplete is the utilization of automated templates or "Runbooks" which can be applied to customers service requests greatly reducing the time to completion. These templates are easily assembled using the resources in the growing library, currently 120+, of pre-configured automated tasks and templates designed to execute frequent activities that IT service organizations perform daily. The easy to use UI in MSPComplete makes it easy for technicians to get a jump-start on creating useful automations to support their customers and expand their own business into new areas. MSPComplete also allows IT service teams to utilize their existing PowerShell scripts to create their own set of automated tasks and templates.

The creation of an onboarding template begins with the development of a detailed plan that comprehensively lists every step involved in your customer's onboarding processes and the accounts and applications the new employee will need to have access to on day one. Once the steps have been outlined you can create a template or templates to manage the onboarding of their new employees for all the cloud applications, they will need to be successful.

Learn More

Please CONTACT US TODAY to learn more about how MSPComplete can reduce the time it takes to onboard employees and manage other aspects of your business like deployments and security assessments.

To learn more about creating effective onboarding procedures for businesses read Onboarding New Employees: Maximizing Success by Talya N. Bauer, Ph.D. from the SHRM Foundation's Effective Practice Guidelines Series.

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