

# DIGITAL IT SERVICES CASE STUDY

Simplify Onboarding Complexities and Set your Employees up for Success from Day One

## The Client

Our client is a global leading business service provider that provides a host of technology-enabled staffing and managed outsourcing services across the country and internationally. Their services provide the required human resources for processes such as sales and marketing, customer care, after-sales service, back office operations, manufacturing operations, facilities, and security management, HR operations, IT services, and more.



## Critical Business Challenge

- i. The client was finding it exhausting to manage, track, and communicate with candidates about their onboarding status.
- ii. Manual onboarding, as well as the collecting and storage of sensitive and critical documents, was time and space intensive, as well as posed security risks.

## Solution

- i. The Paperless Onboarding Platform (POP) is a unique mobile-based digital onboarding and document submission platform. This enables the user to onboard with zero paperwork, significantly lesser effort in form filling, and less than half the original time that it required earlier to complete the entire process, irrespective of geography with real-time quality checks.
- ii. It allows the executives to onboard candidates directly and to enter their Personal, Experience, and Family details. Candidates can also enter their details in the forms and upload the documents and ID proofs and photos.
- iii. It provides a single and efficient dashboard for onboarding executives to view and manage both company-based and user-based operations. They can also generate paperless onboarding instantly available for validation and review. Modules include Onboarding, User Management, Reports, BGV (Vendor Management), and Masters.
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## The Outcome

- Administration, Onboarding Executive, and QC level configurations.
- Candidates log in for hassle-free self-online onboarding.
- Both Mobile/Web Application onboarding.
- Support desk to resolve issues faced by Candidates/Administration/OBE/QC.
- Productivity, time, and effort are optimized.
- Real-time onboarding Metrics
- Customized reports for clients.
- Vendor Management and QC processes can be fully automated for certain clients.
- Three levels of Authentication of candidates' documents.

## Stat 1

Earlier 1 in 10 employees onboarded well but now paperless onboarding has changed the dynamics to 8/10

## Stat 2

50% increase in productivity.

## Stat 3

- 69% of employees are likely to stay with a company for 3 years if they experience great onboarding.
- 69% - Employee retention

## Stat 4

- Digital User experience increases a business's conversion rate by 400%.
- 400% - Increased conversion rate

## Stat 5

86% of clients stay loyal to a business that invests in quality onboarding.

## Stat 6

A well-structured paperless onboarding to avoid the cost of 100-300% of the total employee's salary.

## Stat 7

A highly engaged workforce increases a company's profitability by 22%.