

# Why Automating Your New Hire Process is Critical to Employee Experience

DJ Krebsbach, *Chief of Staff to Boomi CEO*  
Pragnya Paramita, *Senior Product Marketing Manager*



# Today's Agenda

1

Challenges In New Hire  
Onboarding

2

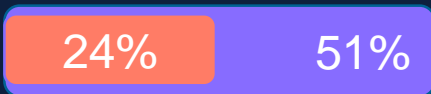
Implementing Onboarding  
Solution Accelerator at  
Boomi

3

Outcomes, Key Lessons  
Learned and What's Next?

# Employee Experience is Critical to Business Success

## Twice The Innovation

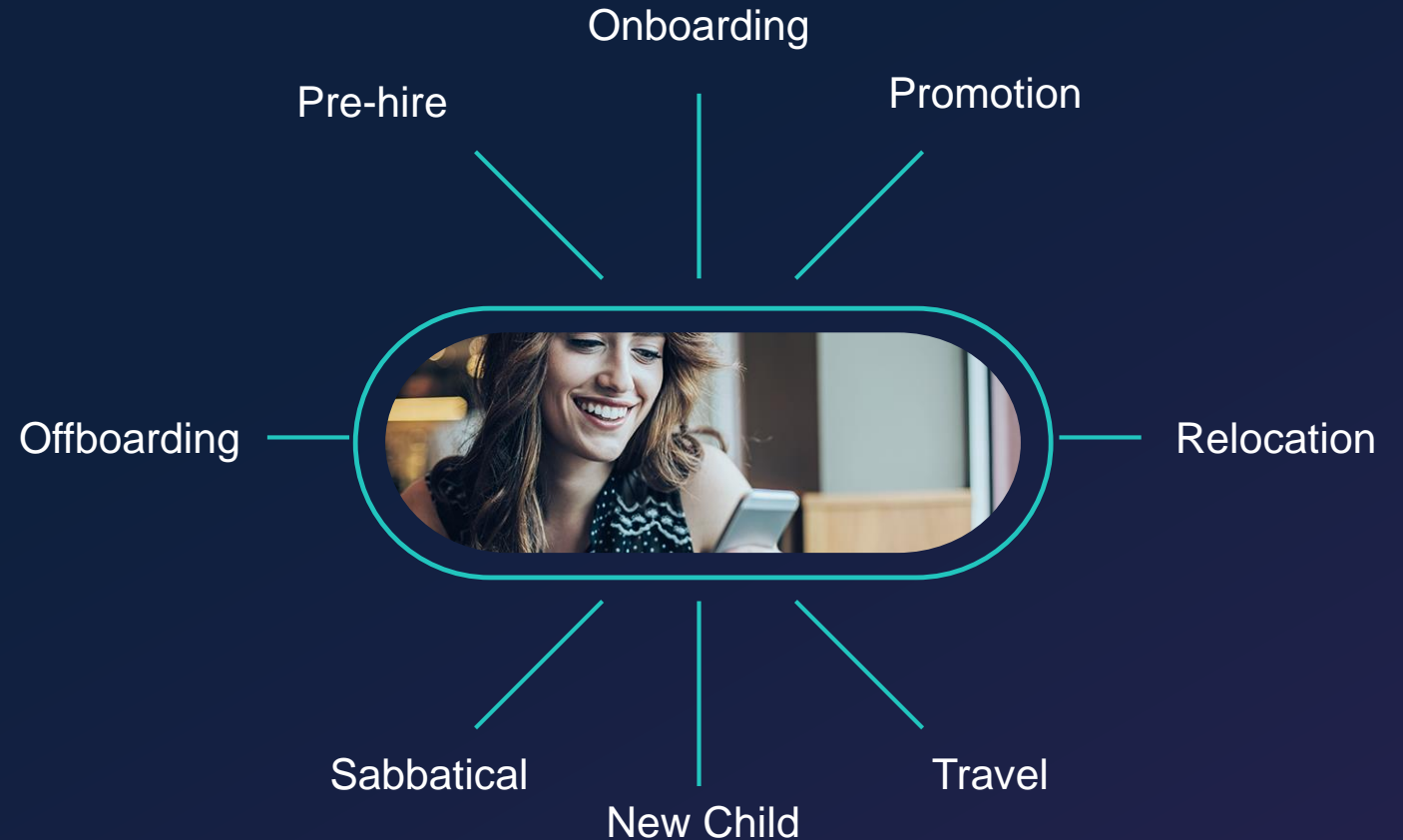
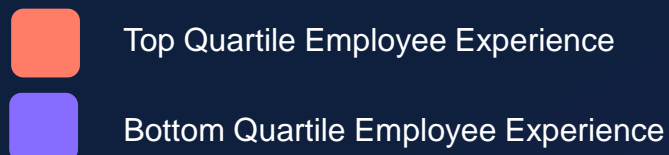


% of Revenues from New Products and Services introduced in the last two years

## Double the Customer Satisfaction



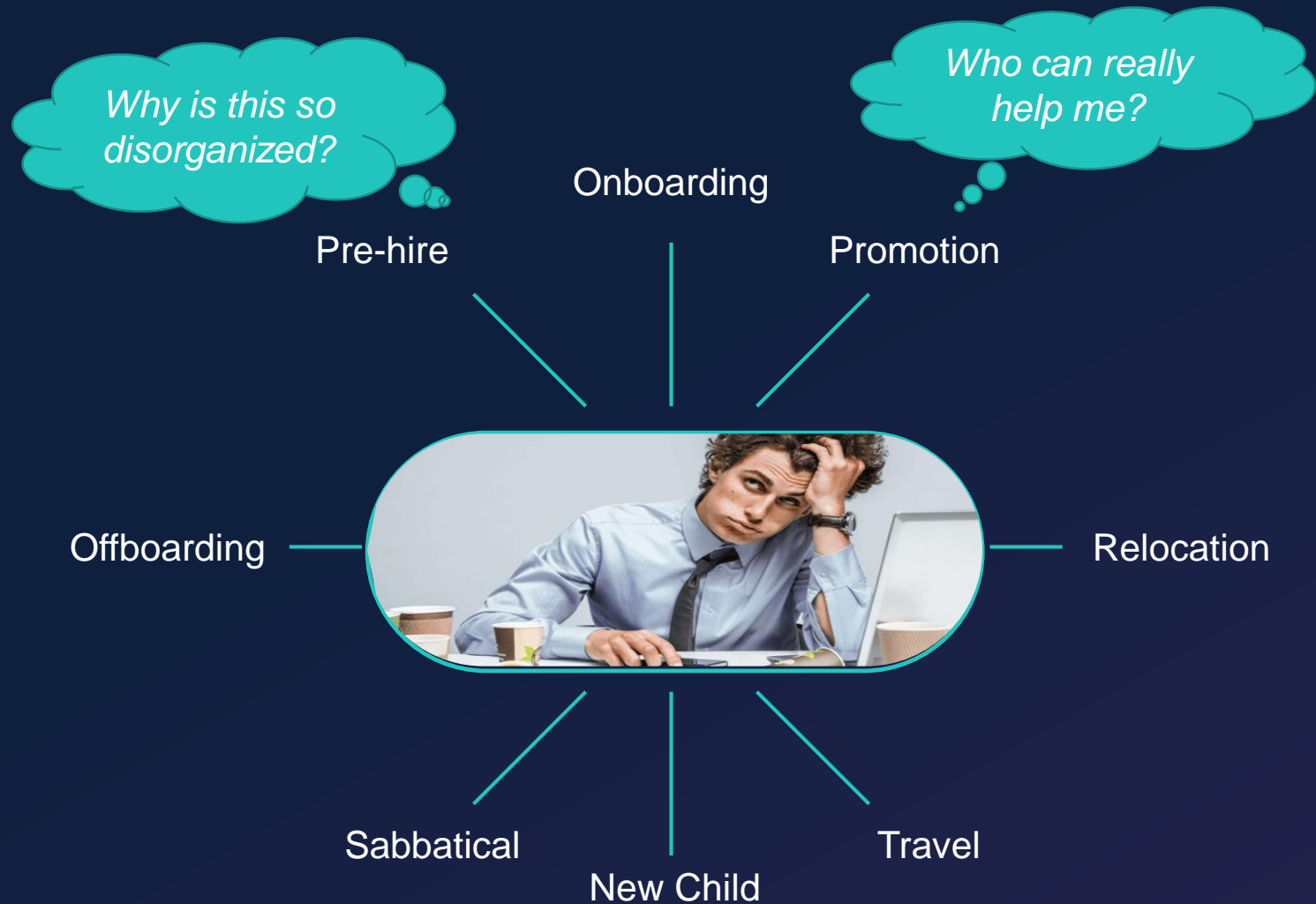
Industry-adjusted Net Promoter Score (NPS)



# Getting it Right – That's Another Story

Only 12% of employees strongly agree that their organization does a great job onboarding new employees.

*State of the American Workplace 2017*



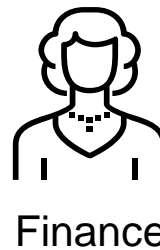
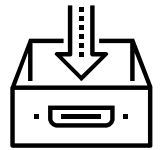
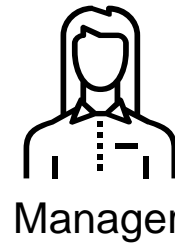
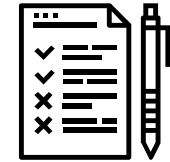
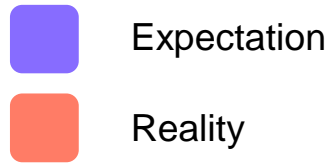


# A New HCM or ITSM Will Not Deliver Seamless Employee Experience

## New HCM Platform Will Improve Employee Experience

35%

59%



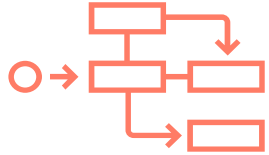
---

*If there was a “system” or “app” that brought this together into one workflow, I’d probably be using it my entire first year in the company*

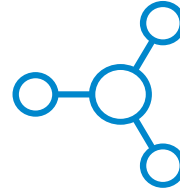
---

*"The Employee Experience Platform: A New Category Arrives",  
Josh Bersin, Bersin by Deloitte, March 2019*

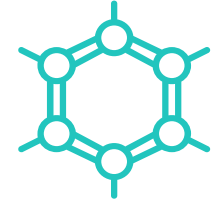
# Boomi Onboarding Solution Accelerator



Bring Together  
Processes



Connect Application  
and Data



Create a Single Version  
of Truth

*Without changing where you store your data...  
Or how other teams do their day to day jobs*

# Improving Employee Onboarding As a Part of Workforce Transformation

## Yesterday's Onboarding

- Paper-based, Manual Process
- Siloed, Limited Communication
- Inconsistent, Unreliable Processes
- Disengaged Cold Start

## Today's Onboarding

- Online and Automated
- Two-way, Social and Collaborative
- Standardized and Connected Workflows Across the Organization
- Excited New Employee



# Implementing Onboarding Solution Accelerator at Boomi

DJ Krebsbach, Chief of Staff to CEO

# Challenges During Boomi Onboarding

Unscalable Manual  
Processes

Lack of Cross  
Functional  
Workflows

Inconsistent New  
Hire Journey

# Real Impact of Poor Onboarding Process on the Business

**-76**

Net  
Promoter  
Score

**14 days**

for onboarded  
employee to  
reach 50%  
productivity

**92 days**

to fully  
provision  
a new  
employee

**\$500k**

cost in  
potential  
revenue



# Getting Ready For Onboarding 1.0 - Focus



## Pre-Hire Experience

### *Outcome:*

- *Introduce New Hire to Boomi Culture*
- *Get them Boomi Swag*
- *Set Up a Pre-hire Activities Dashboard*



## Day 1 Efficiencies

### *Outcome:*

- *Ensure New Hire has all Items for Smooth Check-in on Day 1*
- *Laptop is Configured for "Grab and Go"*
- *Role and Team specific Applications are pre-set up*



## Month 1 Productivity

### *Outcome:*

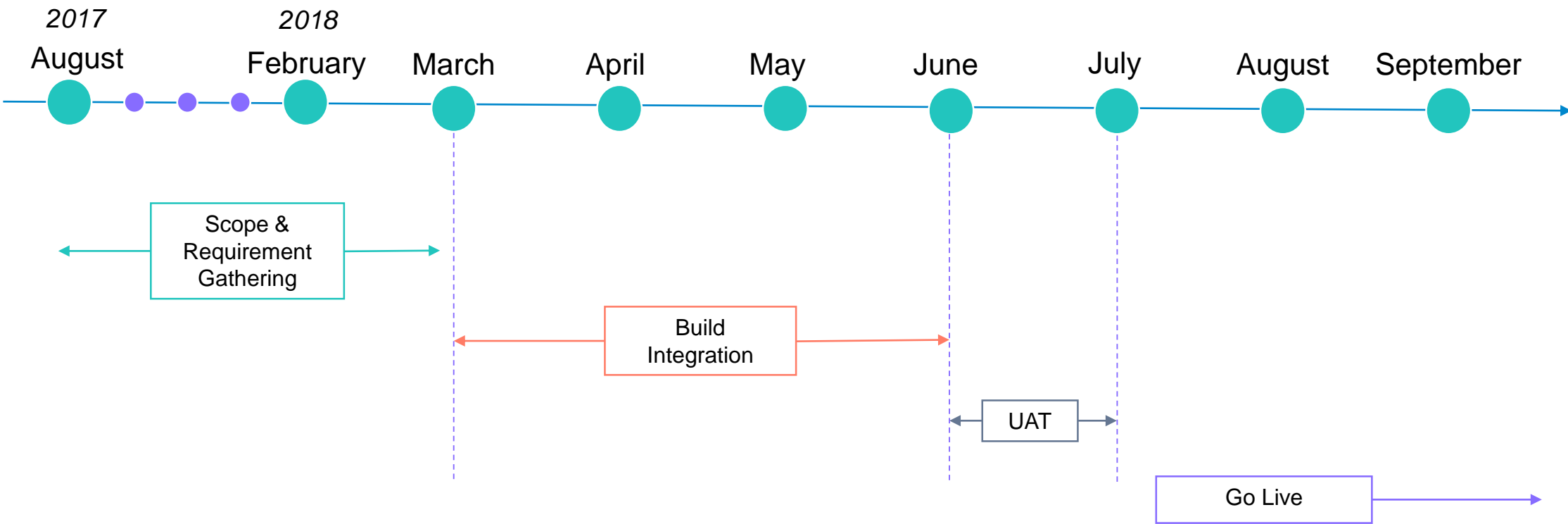
- *Smooth New Hire journey post Week 1*
- *Provide badges for Completing New Hire Milestones*

# List of Tasks and Activities To be Automated

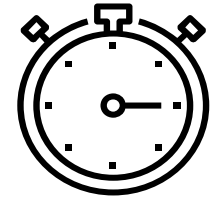
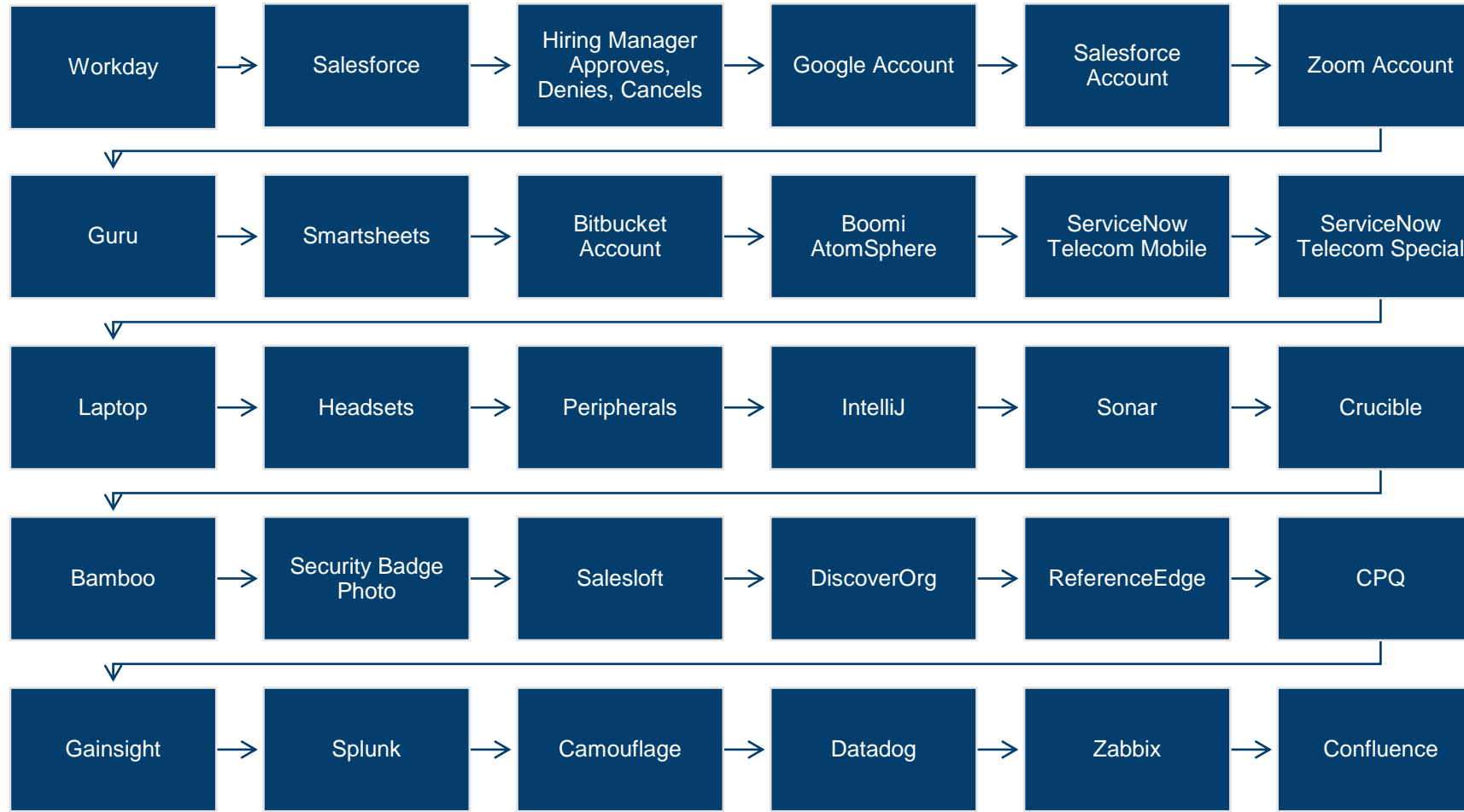
Pre-boarding tasks	IT Fulfillment	Day 1 Prep	Day 1	30-60-90 Day Status
<div><div></div><div>Managed by Dell</div></div>	<div><div></div><div>Managed by Boomi</div></div>	<div><div></div><div>Managed by Boomi</div></div>	<div><div></div><div>Managed by Boomi</div></div>	<div><div></div><div>Managed by Boomi</div></div>
<div><div></div><div>Background checks</div></div>	<div><div></div><div>Identity Authentication</div></div>	<div><div></div><div>Day 1 Prep Checklist</div></div>	<div><div></div><div>New Hire Check In</div></div>	<div><div></div><div>Onboarding complete</div></div>
<div><div></div><div>Initiate I-9 Instructions</div></div>	<div><div></div><div>IT Account Access</div></div>	<div><div></div><div>New Hire Swag</div></div>	<div><div></div><div>Complete Employee Profile on Workday</div></div>	
<div><div></div><div>Sign At Will Employment &amp; NDA Agreement</div></div>	<div><div></div><div>Workspace Request</div></div>		<div><div></div><div>Setting up LMS Portal</div></div>	
<div><div></div><div>Sign Arbitration Agreement</div></div>	<div><div></div><div>Select Computer Accessories</div></div>		<div><div></div><div>Benefit Enrollment</div></div>	
<div><div></div><div>Compliance and Ethics Policies</div></div>			<div><div></div><div>Business Cards</div></div>	
			<div><div></div><div>Corporate Credit Card</div></div>	
			<div><div></div><div>New Hire Information &amp; Toolkit</div></div>	
			<div><div></div><div>Payroll Access</div></div>	



# Timeline for Go-Live for Onboarding 1.0



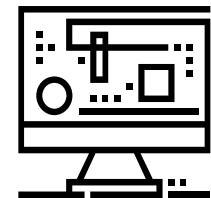
# Before..



33 Days

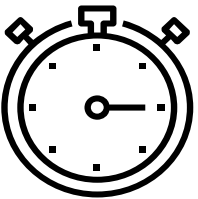
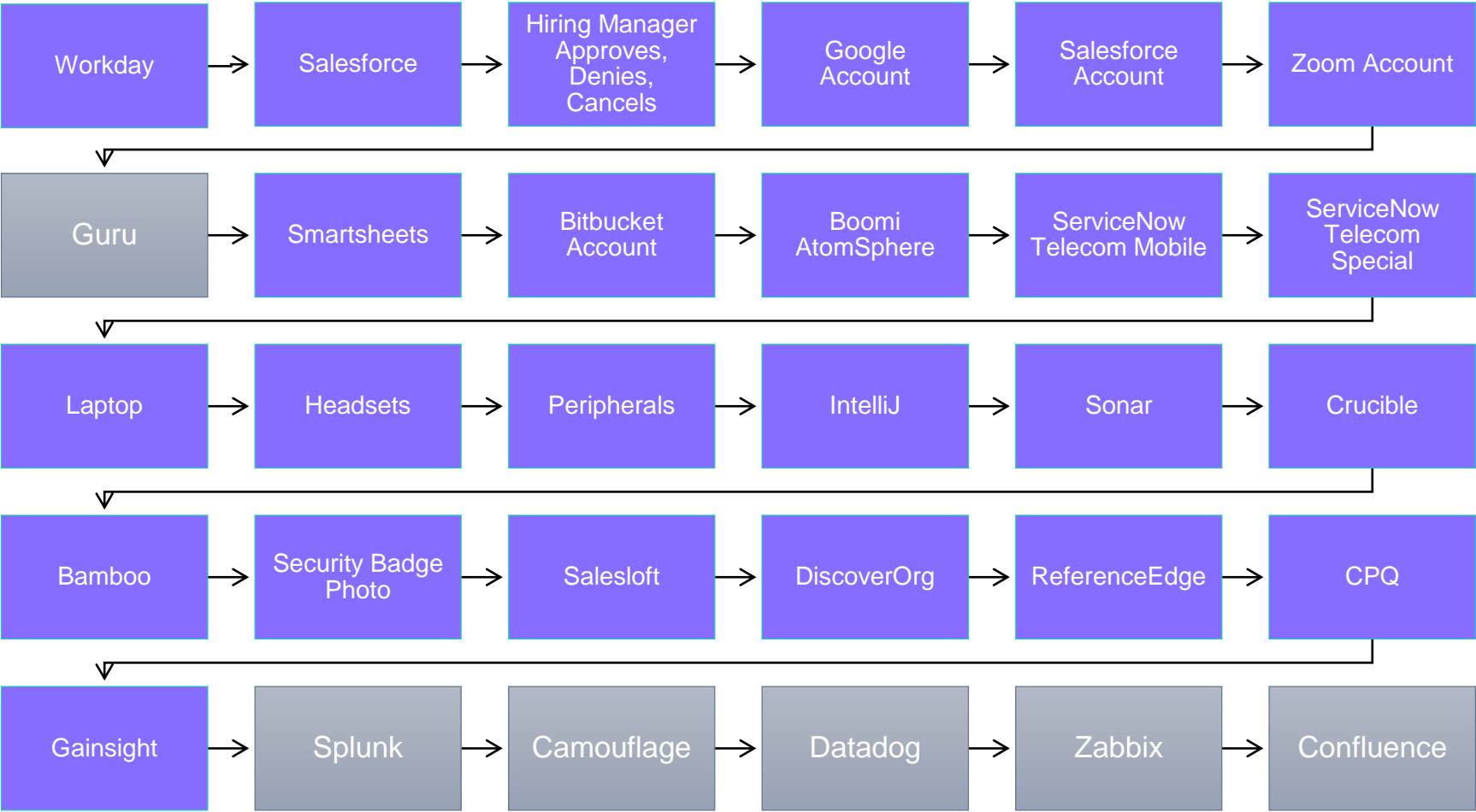


11 Admins

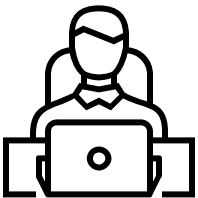


27 Touchpoints

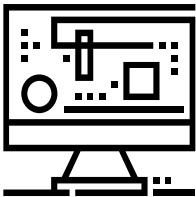
# After..



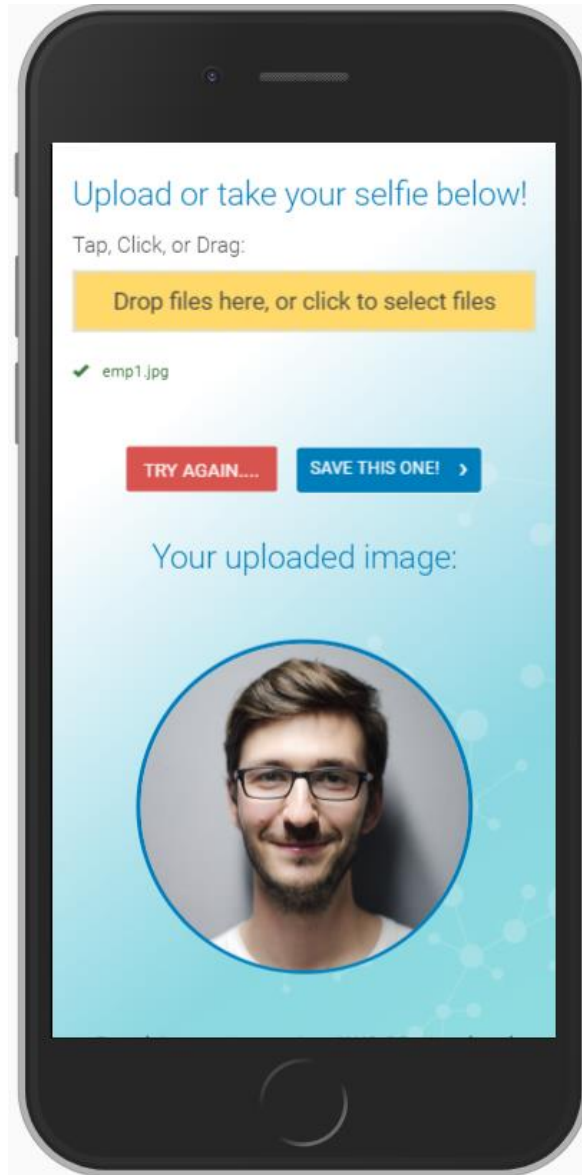
5 mins



2 Admins



27 Touchpoints



Andy Tillo  
Solutions Architect

My DashboardMy ProfileConnections

<

Day 1

Your Day 1 Guide

Your Day One is Ready!

PREPARED BY

Chris Capp

Hiring Manager

chrisapp@booml.com

PrintShare

5/10/2019

Monday @ 9:00am

WHERE TO GO

Chesterbrook Office

1400 Liberty Ridge Dr,

Chesterbrook, PA 19087

emp1.jpg

emp1.jpg

TRY AGAIN....

SAVE THIS ONE! >

Your uploaded image:

WHERE TO GO

Chesterbrook Office

1400 Liberty Ridge Dr, Chesterbrook, PA 19087

View larger map

5/10/2019

Monday @ 9:00am

emp1.jpg

TRY AGAIN....

SAVE THIS ONE! >

Your uploaded image:

GET DIRECTIONS

With the **DIRECTIONS** button in the map above!

WHERE TO PARK

Parking is available in the garage behind the building, and the lot on the north side of the building.

PUBLIC TRANSPORTATION

The 47A bus line runs every 40 minutes and has a stop on the Northwest corner of our facility.

SPECIAL INSTRUCTIONS

Hey Andy! When you get to the lobby have the receptionist call me down and I'll come show you around.

- Chris Capp

CLICK FOR YOUR WEEK ONE AGENDA

Week 1

GOT QUESTIONS?

Chris Capp

Hiring Manager

chrisapp@booml.com

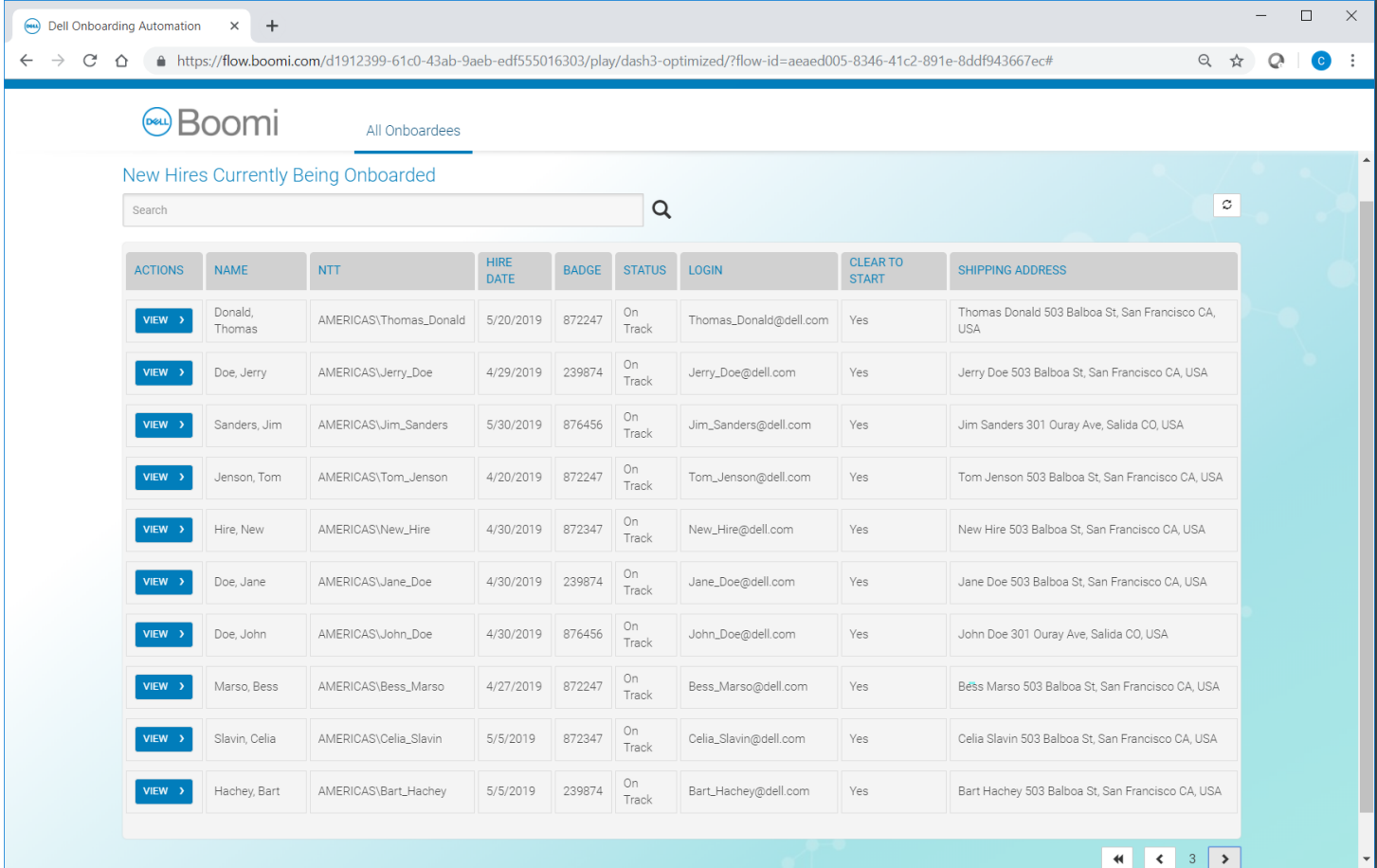
YOUR DAY ONE AGENDA

9:00	Meet Hillary in Lobby
10:15	Orientation Sign In
10:30-12:00	Orientation Part 1
12:00-1:00	Lunch with Hillary and Team

# Personalized, Self Service For Seamless Onboarding

# Streamlined Process For Hiring Managers and HR

- *Increases productivity and visibility*
- *Provides transparency*
- *Reduces support time and costs*



The screenshot shows a web browser window with the title "Dell Onboarding Automation". The address bar displays a URL from flow.boomi.com. The page header includes the Boomi logo and a tab labeled "All Onboardees". Below the header, there is a section titled "New Hires Currently Being Onboarded" with a search bar. The main content is a table with columns: ACTIONS, NAME, NTT, HIRE DATE, BADGE, STATUS, LOGIN, CLEAR TO START, and SHIPPING ADDRESS. The table contains 10 rows of data, each with a "VIEW" button in the ACTIONS column. The data includes names like Donald, Thomas; Doe, Jerry; Sanders, Jim; Jenson, Tom; Hire, New; Doe, Jane; Doe, John; Marso, Bess; Slavin, Celia; and Hachey, Bart, along with their respective hire dates, badge numbers, and shipping addresses.

ACTIONS	NAME	NTT	HIRE DATE	BADGE	STATUS	LOGIN	CLEAR TO START	SHIPPING ADDRESS
<a href="#">VIEW</a>	Donald, Thomas	AMERICAS\Thomas_Donald	5/20/2019	872247	On Track	Thomas_Donald@dell.com	Yes	Thomas Donald 503 Balboa St, San Francisco CA, USA
<a href="#">VIEW</a>	Doe, Jerry	AMERICAS\Jerry_Doe	4/29/2019	239874	On Track	Jerry_Doe@dell.com	Yes	Jerry Doe 503 Balboa St, San Francisco CA, USA
<a href="#">VIEW</a>	Sanders, Jim	AMERICAS\Jim_Sanders	5/30/2019	876456	On Track	Jim_Sanders@dell.com	Yes	Jim Sanders 301 Ouray Ave, Salida CO, USA
<a href="#">VIEW</a>	Jenson, Tom	AMERICAS\Tom_Jenson	4/20/2019	872247	On Track	Tom_Jenson@dell.com	Yes	Tom Jenson 503 Balboa St, San Francisco CA, USA
<a href="#">VIEW</a>	Hire, New	AMERICAS\New_Hire	4/30/2019	872347	On Track	New_Hire@dell.com	Yes	New Hire 503 Balboa St, San Francisco CA, USA
<a href="#">VIEW</a>	Doe, Jane	AMERICAS\Jane_Doe	4/30/2019	239874	On Track	Jane_Doe@dell.com	Yes	Jane Doe 503 Balboa St, San Francisco CA, USA
<a href="#">VIEW</a>	Doe, John	AMERICAS\John_Doe	4/30/2019	876456	On Track	John_Doe@dell.com	Yes	John Doe 301 Ouray Ave, Salida CO, USA
<a href="#">VIEW</a>	Marso, Bess	AMERICAS\Bess_Marso	4/27/2019	872247	On Track	Bess_Marso@dell.com	Yes	Bess Marso 503 Balboa St, San Francisco CA, USA
<a href="#">VIEW</a>	Slavin, Celia	AMERICAS\Celia_Slavin	5/5/2019	872347	On Track	Celia_Slavin@dell.com	Yes	Celia Slavin 503 Balboa St, San Francisco CA, USA
<a href="#">VIEW</a>	Hachey, Bart	AMERICAS\Bart_Hachey	5/5/2019	239874	On Track	Bart_Hachey@dell.com	Yes	Bart Hachey 503 Balboa St, San Francisco CA, USA



# Dell Boomi Onboarding Results

92

Net Promoter  
Score



Minutes

to onboard



\$700k

in cost savings  
in six months





# Key Lessons Learned

*Have a clear vision based on the biggest pain point – North Star*

*Test, Test, Test. Get Feedback from **EVERYONE** during UAT*

*Phase it Out – Rolling Deployments work **BEST***

*Be Flexible – This solution will **GROW** with your Organization*



# What's Next: Onboarding 2.0

## New Hiring Manager Dashboards

The image displays three overlapping screenshots of the Dell Boomi Onboarding 2.0 interface, each representing a different hiring manager's dashboard.

**Elizabeth Smith (Senior Associate) Dashboard:**

- Welcome Message:** "Welcome to your first day! See how life is like working here." with a video thumbnail.
- WHAT'S NEXT: YOUR WEEK ONE CHECKLIST:**
  - Elect Your Benefits:** Assigned by: Henry Romine | Est. Duration: 5 minutes
  - Fill Out Emergency Contacts Form:** Assigned by: Henry Romine | Est. Duration: 5 minutes
  - Expense Reimbursement Training:** Assigned by: Jack Shephard | Est. Duration: 45 minutes
  - Schedule a Meeting with Performance Manager:** Assigned by: Jack Shephard | Est. Duration: 2 minutes
  - Ethics and Compliance Training:** Assigned by: Jack Shephard | Est. Duration: 30 minutes
  - Timesheet Training:**

**Henry Romine (Human Resources) Dashboard:**

- Summary Metrics:**
  - TASK QUEUE:** 13
  - ALL EMPLOYEES:** 276
  - PRE DAY 1:** 21
- NEEDS ATTENTION:**
  - Littleton, Claire:** Associate, Technology Enablement
  - Smith, Elizabeth:** Senior Associate, Technology Enablement
- KEEP AN EYE ON:**
  - Johnson, Jack:** Associate, Technology Enablement
  - Lewis, Charlotte:** Senior Associate, Technology Enablement (NEW)
  - Williams, Judy:** Senior Associate, Technology Enablement
  - Jackson, Martha:** Managing Director, Technology Enablement
  - Ross, Jeff:** Senior Associate, Technology Enablement

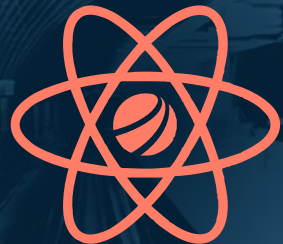
**Hillary Matthews (Hiring Manager) Dashboard:**

- Summary Metrics:**
  - TASK QUEUE:** 7
  - MY NEW HIRES:** 6
  - MY EMPLOYEES:** 31
- NEW HIRE ARRIVAL CONFIRMATIONS:**

NEW HIRE	START DATE	CONFIRMATION
Confirm Day One Arrival for Charles Widmore	7.28.14	NO SHOW <b>CONFIRM</b>
Confirm Day One Arrival for Elizabeth Smith	7.28.14	NO SHOW <b>CONFIRM</b>
Confirm Day One Arrival for Sarah Wagner	7.28.14	<b>CONFIRMED</b>
- TASK LIST:**

TASK NAME	DUE DATE
Finalize Day One Guide for Charlotte Lewis	7.25.14 <b>1 DAY PAST DUE</b>
Setup Lunch with Martha Jackson	7.30.14 <b>2 DAYS LEFT</b>
Setup Internal Portal Access for Judy Williams	8.10.14
Finalize Day One Guide for Nikki Fernandez	8.10.14
- ACTIVITY STREAM:**
  - 7.26.14 @ 10:36am: Claire Littleton's Background Check failed.
  - 7.26.14 @ 10:36am: Hillary Matthews confirmed 6 start date arrivals.
  - 7.26.14 @ 10:36am: Elizabeth Smith's Background Check cleared.
  - 7.26.14 @ 10:36am: Shannon Rutherford edited the task Say Hi To Your Team.
  - 7.26.14 @ 10:36am: Jacob Pratt edited the bundle Campus Hire HR Bundle.
  - 7.26.14 @ 10:36am: Hillary Matthews was assigned 3 New Hires today.
  - 7.26.14 @ 10:36am: Charlotte Lewis accepted offer and was added to your list.
  - 7.26.14 @ 10:36am: Hillary Matthews created a new task Volunteering and You.
  - 7.26.14 @ 10:36am: Jeff Ross completed all tasks.
  - 7.26.14 @ 10:36am: Martha Jackson sent you a

QUESTIONS?



*The faster and smarter path  
to better business outcomes*