Boomi

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?

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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

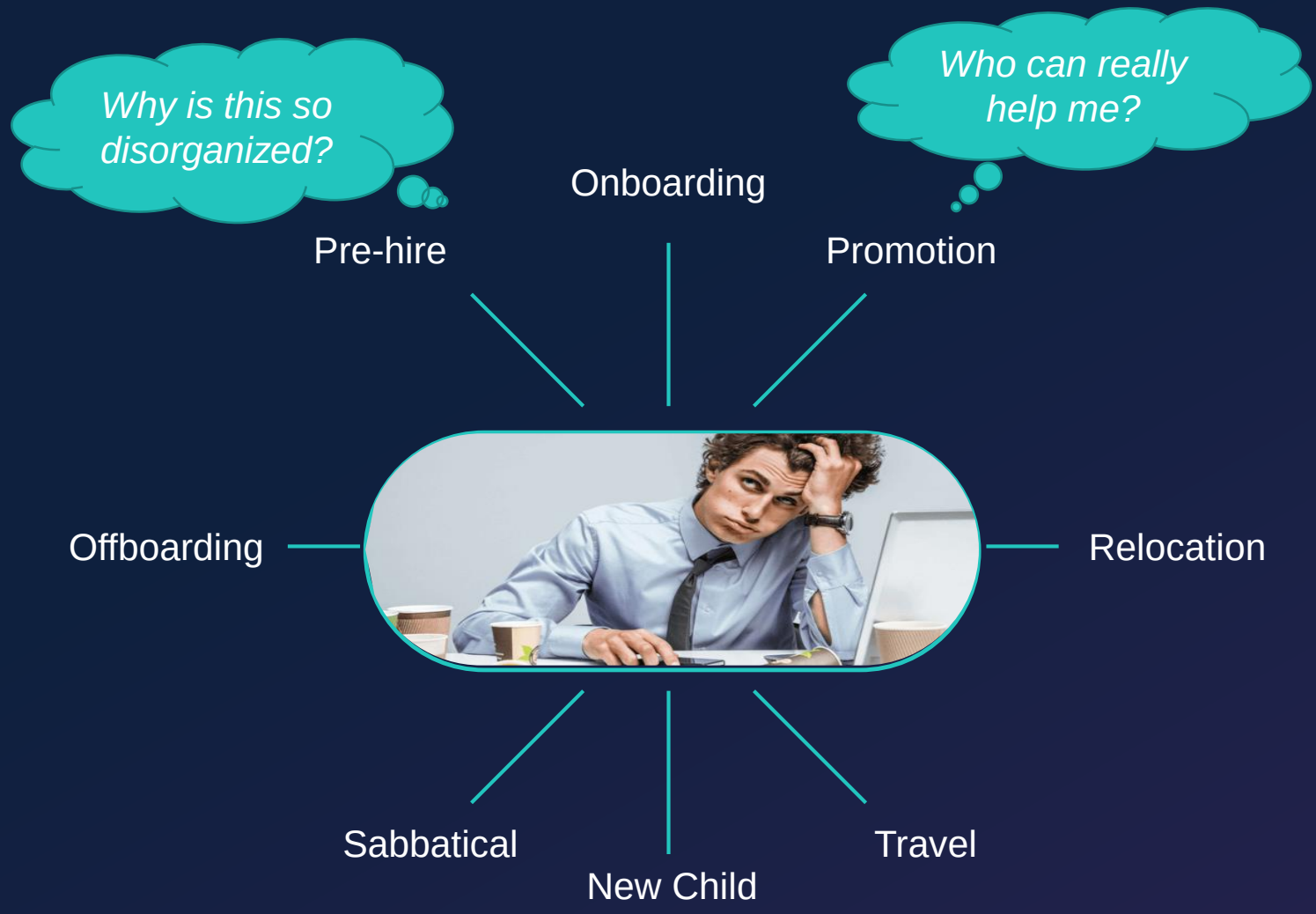
Industry-adjusted Net Promoter Score (NPS)

Source: *K. Dery and I. Sebastian, "Building Business Value With Employee Experience," MIT CISR Research Briefing 17, no. 6 (June 2017).*

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



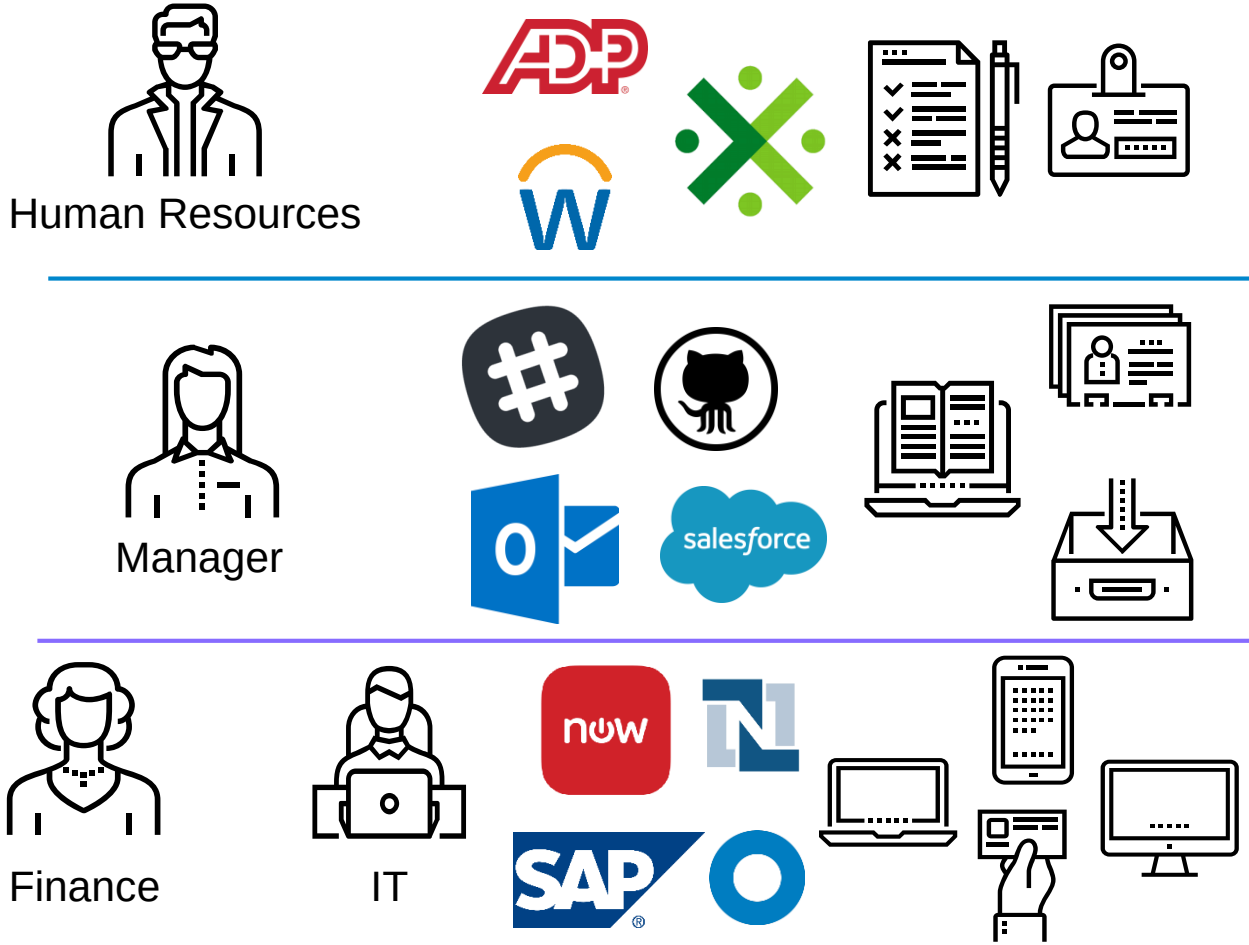
Source: Gallup (2017), State of the American Workplace, http://news.gallup.com/reports/199961/state-american-workplace-report-2017.aspx

A New HCM or ITSM Will Not Deliver Seamless Employee Experience

New HCM Platform Will Improve Employee Experience

Expectation

Reality



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

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

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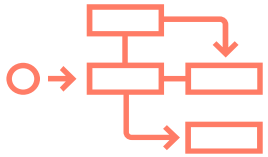
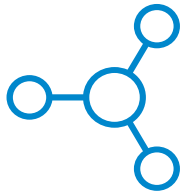
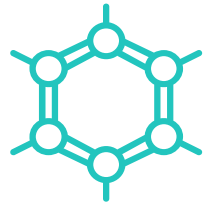
Boomi Onboarding Solution Accelerator



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

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Improving Employee Onboarding As a Part of Workforce Transformation

Yesterday's Onboarding	Today's Onboarding
• Paper-based, Manual Process	• Online and Automated
• Siloed, Limited Communication	• Two-way, Social and Collaborative
• Inconsistent, Unreliable Processes	• Standardized and Connected Workflows Across the Organization
• Disengaged Cold Start	• Excited New Employee

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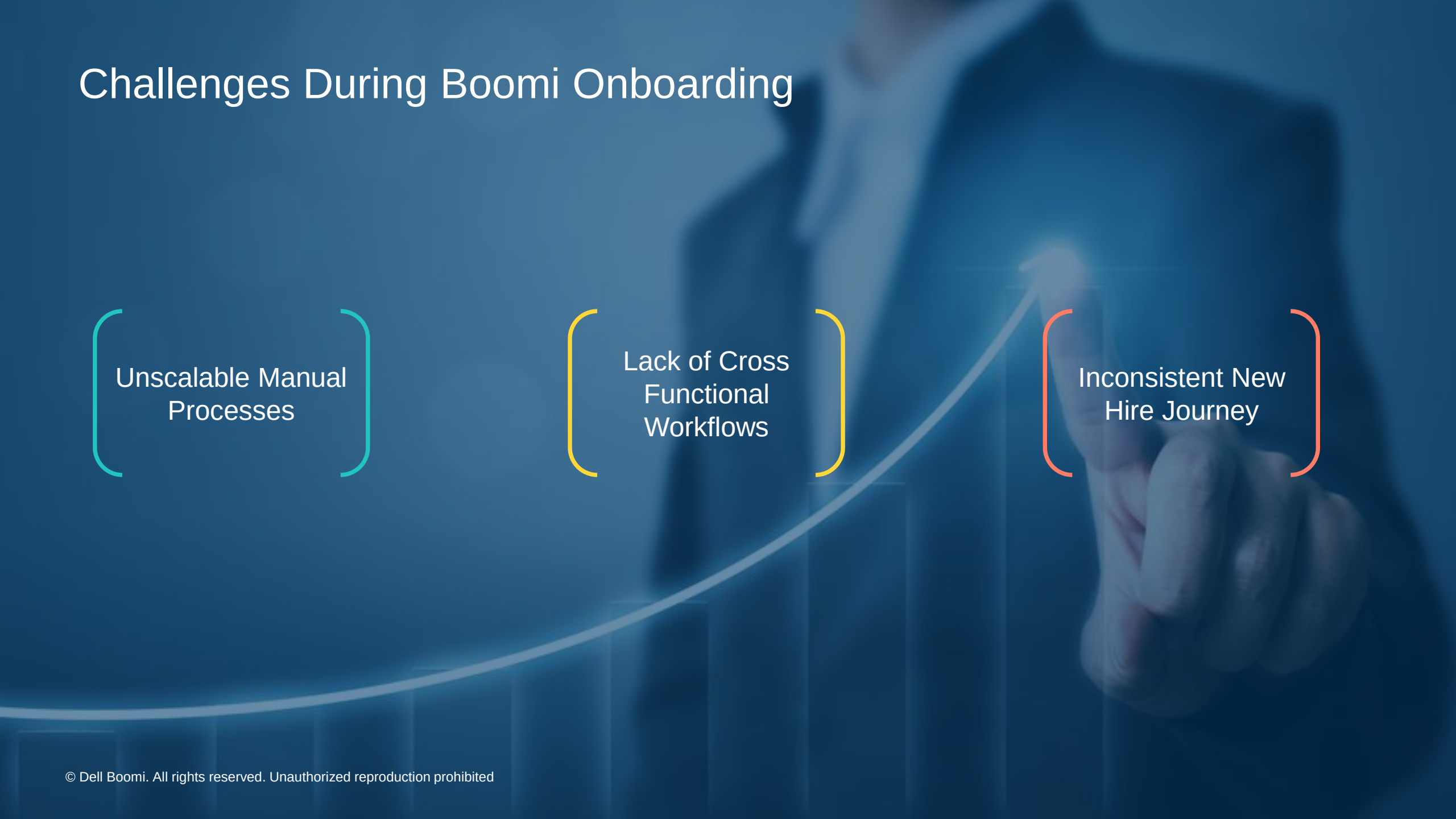
Implementing Onboarding Solution Accelerator at Boomi

DJ Krebsbach, Chief of Staff to CEO

Challenges During Boomi Onboarding



- Unscalable Manual Processes
- Lack of Cross Functional Workflows
- Inconsistent New Hire Journey

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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

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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*

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List of Tasks and Activities To be Automated

Pre-boarding tasks

Managed by Dell

- [ ] Background checks
- [ ] Initiate I-9 Instructions
- [ ] Sign At Will Employment & NDA Agreement
- [ ] Sign Arbitration Agreement
- [ ] Compliance and Ethics Policies

IT Fulfillment

Managed by Boomi

- [ ] Identity Authentication
- [ ] IT Account Access
- [ ] Workspace Request
- [ ] Select Computer Accessories

Day 1 Prep

Managed by Boomi

- [ ] Day 1 Prep Checklist
- [ ] New Hire Swag

Day 1

Managed by Boomi

- [ ] New Hire Check In
- [ ] Complete Employee Profile on Workday
- [ ] Setting up LMS Portal
- [ ] Benefit Enrollment
- [ ] Business Cards
- [ ] Corporate Credit Card
- [ ] New Hire Information & Toolkit
- [ ] Payroll Access

30-60-90 Day Status

Managed by Boomi

- [ ] Onboarding complete

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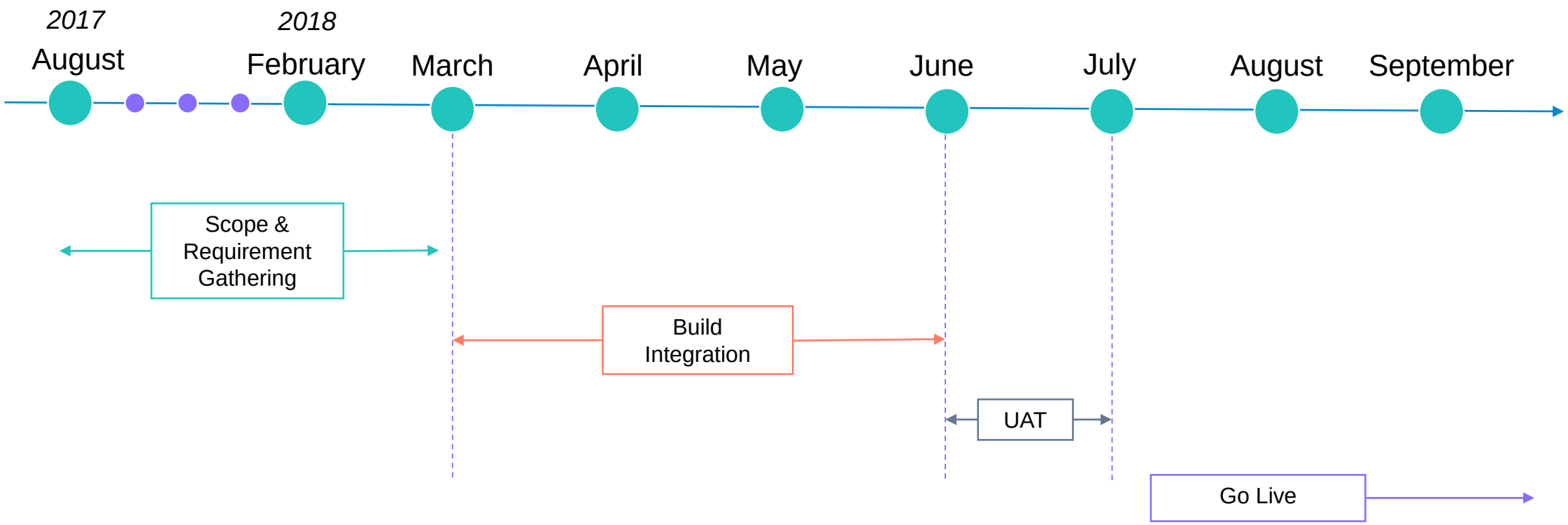
Timeline for Go-Live for Onboarding 1.0



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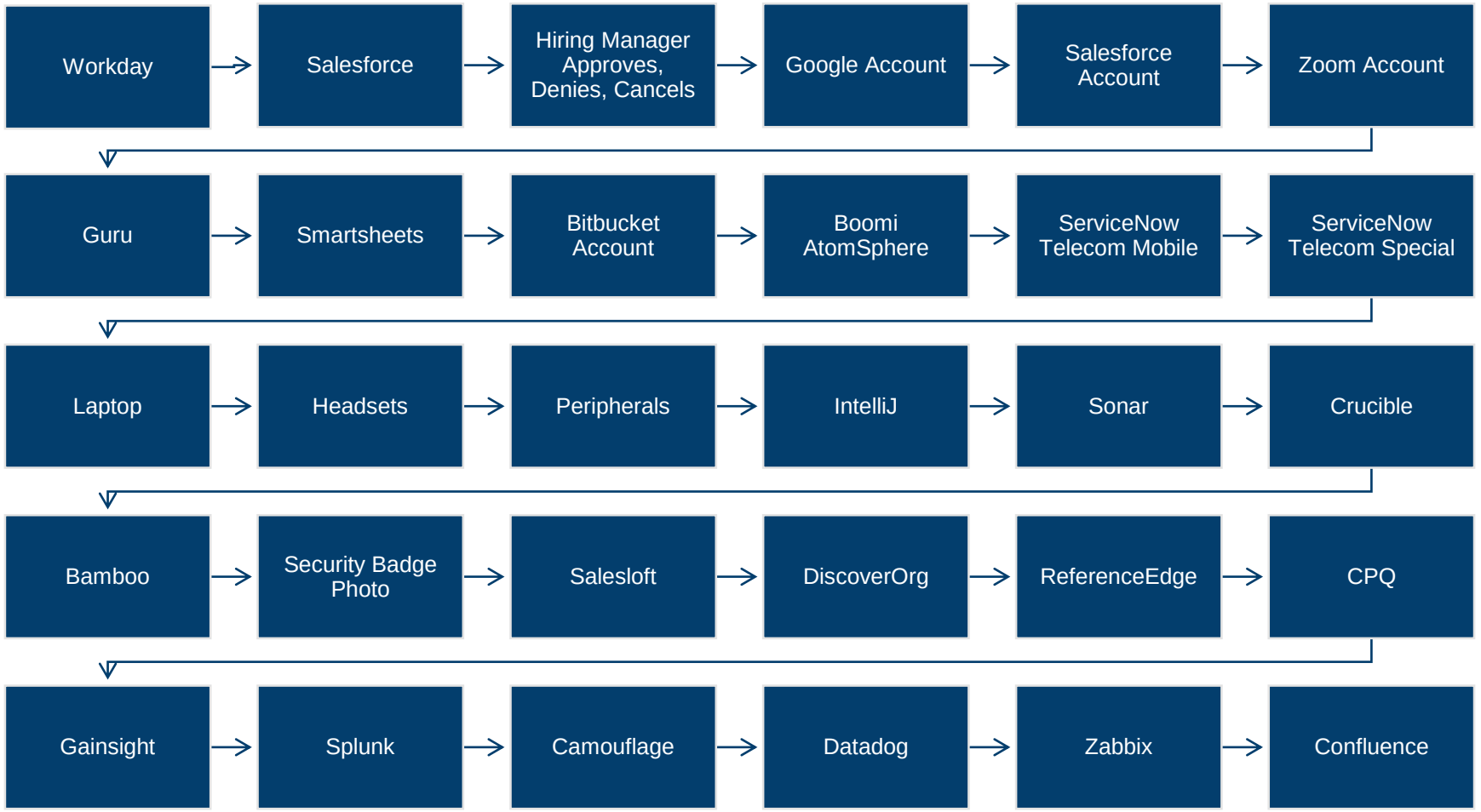
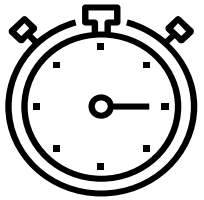
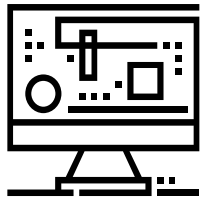
Before..





33 Days

11 Admins



27 Touchpoints

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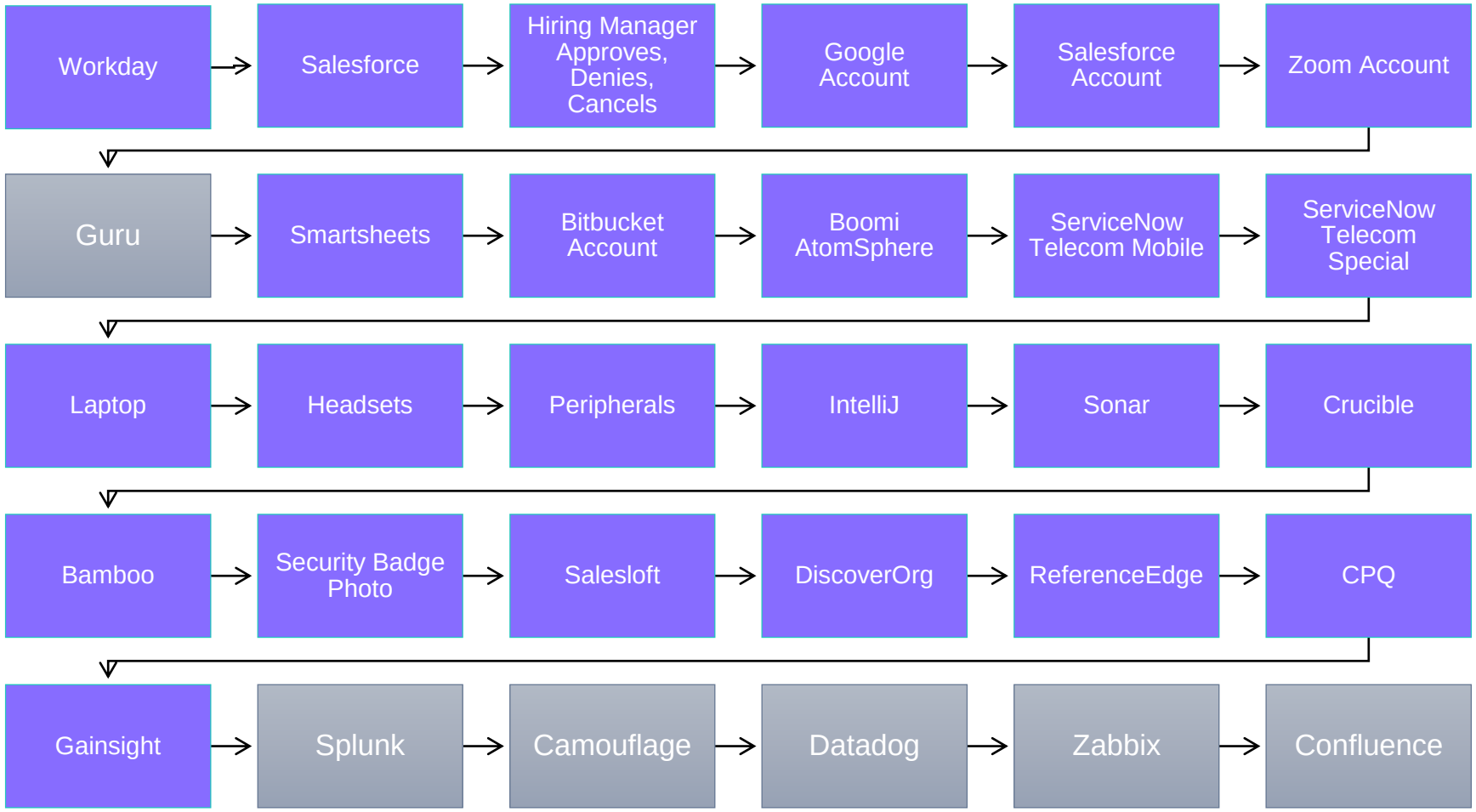
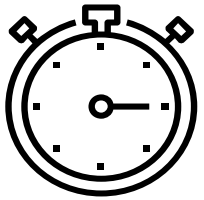
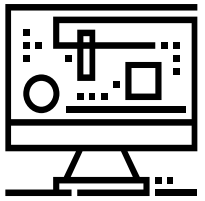
After..





5 mins

2 Admins



27 Touchpoints

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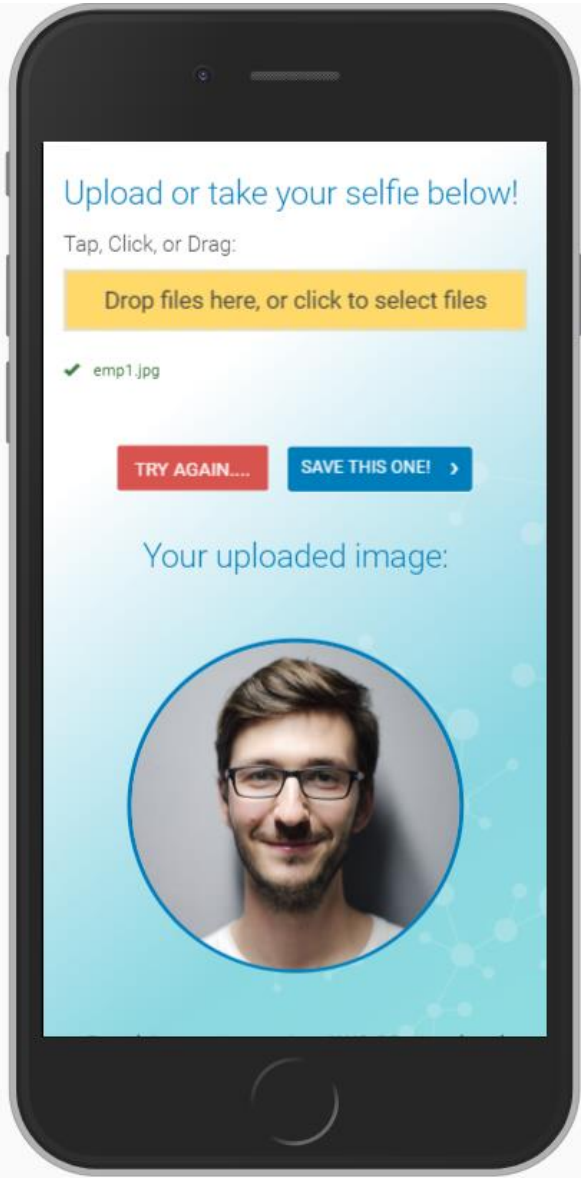

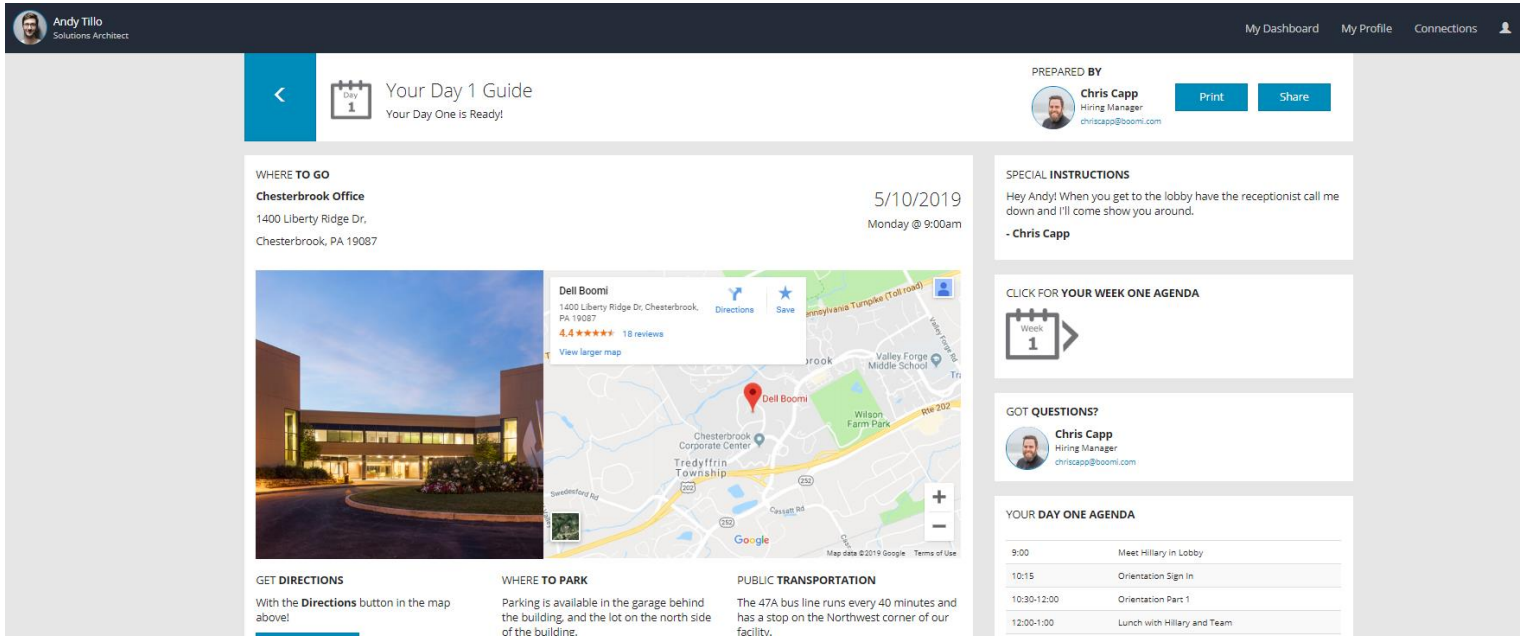

Personalized, Self Service For Seamless Onboarding

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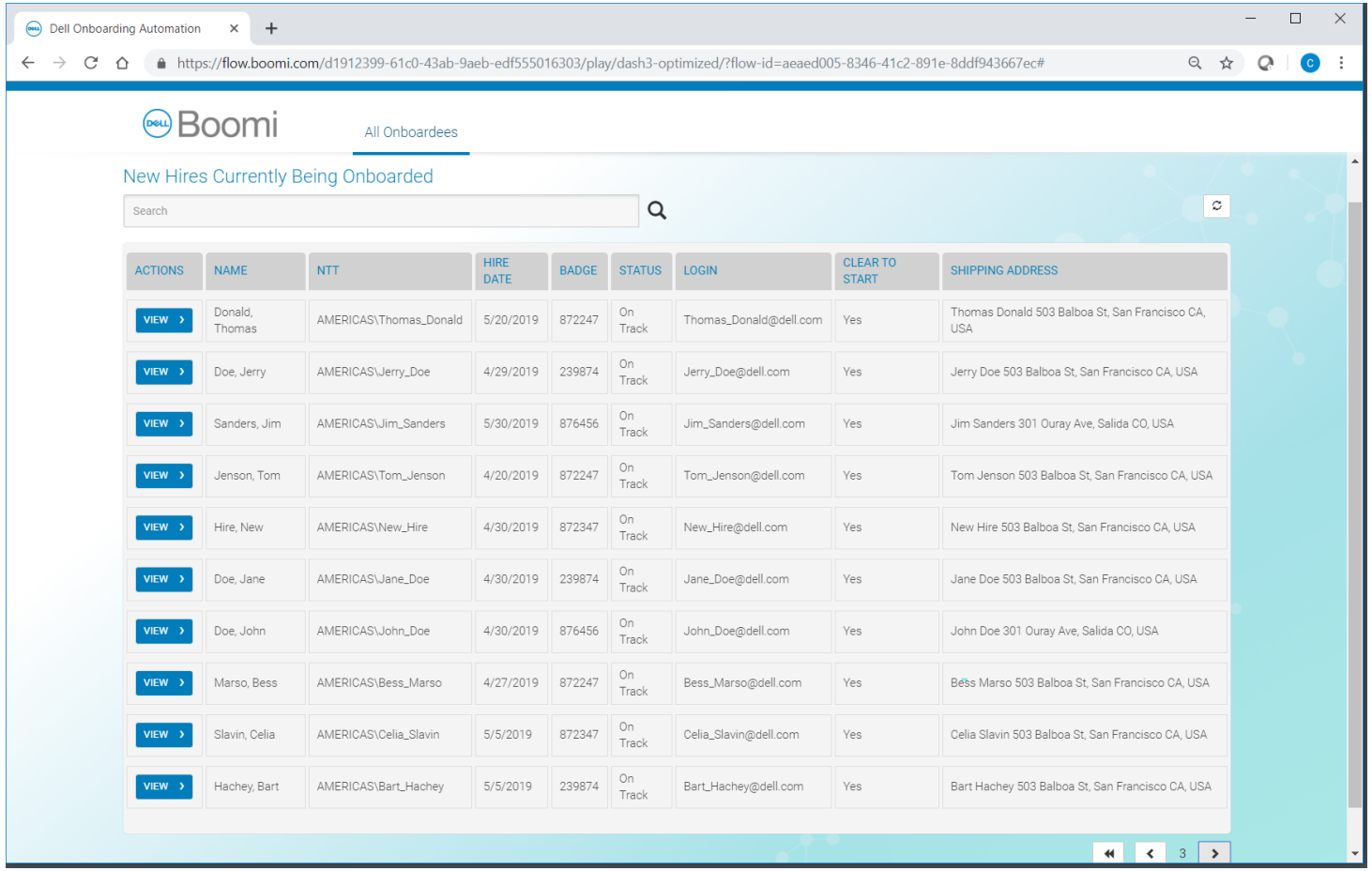
Streamlined Process For Hiring Managers and HR

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



ACTIONS	NAME	NTT	HIRE DATE	BADGE	STATUS	LOGIN	CLEAR TO START	SHIPPING ADDRESS
VIEW	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
VIEW	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
VIEW	Sanders, Jim	AMERICAS\Jim_Sanders	5/30/2019	876456	On Track	Jim_Sanders@dell.com	Yes	Jim Sanders 301 Ouray Ave, Salida CO, USA
VIEW	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
VIEW	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
VIEW	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
VIEW	Doe, John	AMERICAS\John_Doe	4/30/2019	876456	On Track	John_Doe@dell.com	Yes	John Doe 301 Ouray Ave, Salida CO, USA
VIEW	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
VIEW	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
VIEW	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

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Dell Boomi Onboarding Results

92
Net Promoter Score

Minutes
to onboard

$700k
in cost savings in six months

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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

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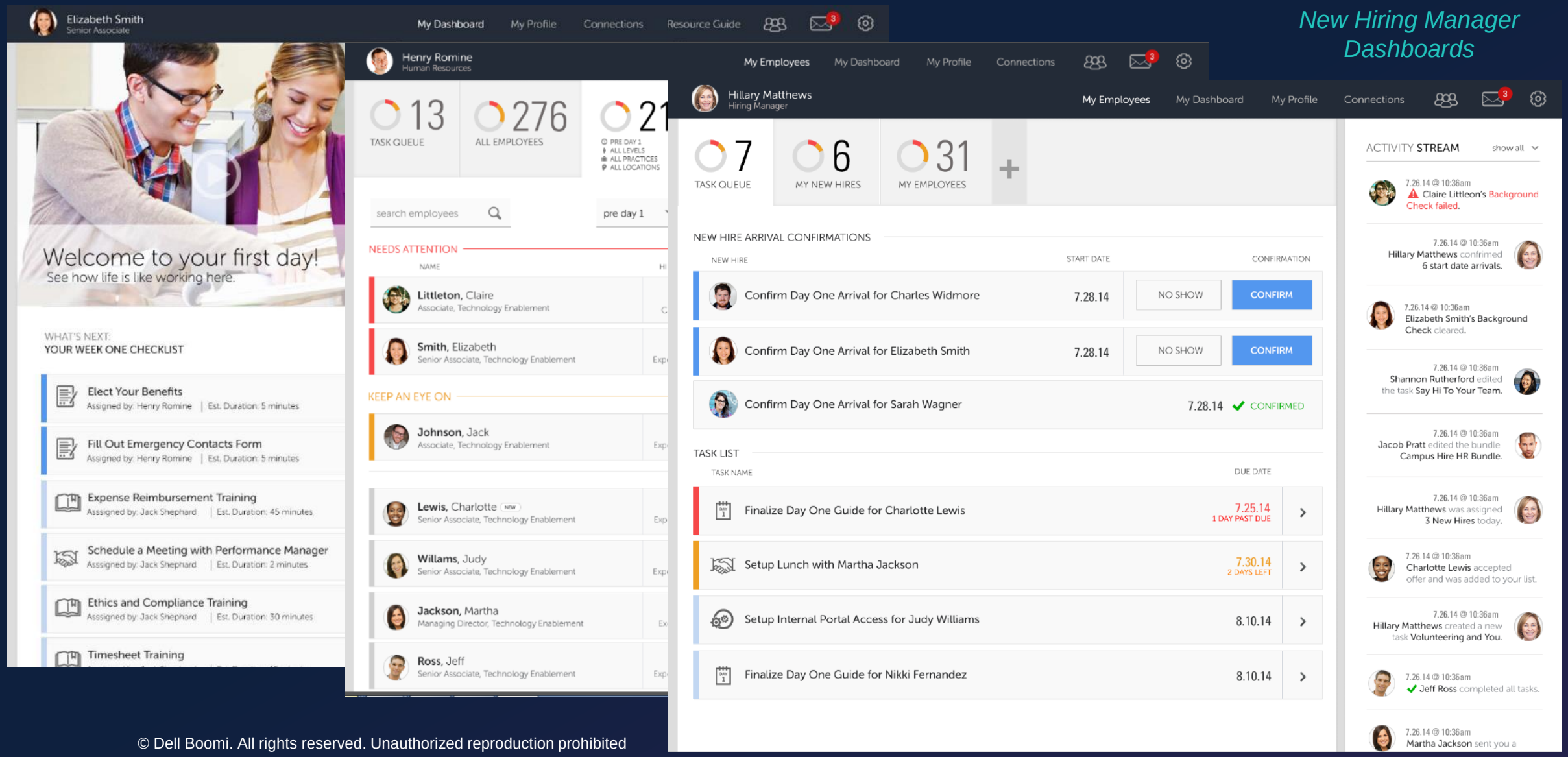
What's Next: Onboarding 2.0

New Hiring Manager Dashboards



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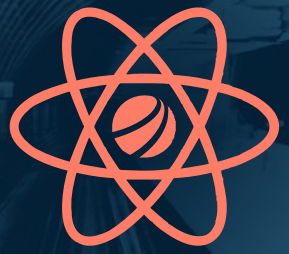
QUESTIONS?



The faster and smarter path
to better business outcomes

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