# Digital Employee Onboarding:

Leveraging Technology to Transform
User Experience on a Joining Day

**Digital Transformation** starts right from **the employee on-boarding** process. The first impression made is always the best impression made, and this can even influence employees' decision to return to previous employer/likelihood to recommend the organization to fellow talented individuals. This white paper discusses on how a time-consuming manual on-boarding process is transformed to quick and automated mode by leveraging out of the box features in S/4HANA, SuccessFactors and Business Technology Platform to provide best in class user experience on a joining day.

# Introduction

Today's fast-growing enterprises demand new ways to transform the user experience in order to sustain and grow in the market. This topic is about one such incident of providing high-class experience for employees during their first day at work. It is important for organizations to ensure the onboarding experience is smooth, agile and intuitive. Organizations can achieve all of these by transforming their business with the help of digitization.

Contrary to traditional onboarding, where most of the HR work is done manually, Digital employee onboarding is a process that leverages digital platforms, systems, and strategies to welcome a new hire right from their interview to induction. Whereas traditional onboarding occurs in person through face-to-face interaction with the manager and the team, **digital onboarding happens 100% online.** It helps employers streamline their onboarding process and provide new joiners with a more personalized experience, saving time and resources.

# Problem

In any organization, the onboarding process begins with an HR executive registering the new employee into the respective HR system their company uses. It is then followed by creating a unique ID for the employee, which is usually an email ID, provisioning access to all the enterprise applications, and providing the required assets like a Laptop, etc. All these are handled by various departments in the organization, like HCM, ITIM & Enterprise Support Group, using various systems and applications of the organization's choice. For instance, most organizations use SAP S/4HANA, SuccessFactors, and Microsoft Active Directory for the purpose.

for providing the above-mentioned details, in some cases, it would even take up to 4 days by the time employee is facilitated with all the required details.

**At a high level, due to manual processes, below are some of the clear issues that organizations face:**

- Long Onboarding Process
- Delays in assets allocation
- Delays in provisioning access to enterprise applications
- Poor Employee Experience
- Delays in project allocations / reduced productivity

**During employee onboarding, the HR team informs various departments like Facilities, ITIM, and Delivery via emails. The HR team will have to then wait to hear from the following teams:**
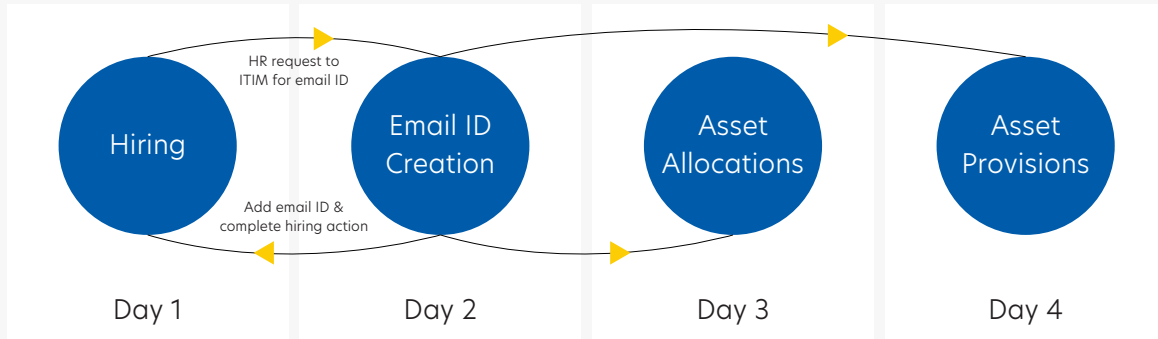
- Facilities team to allocate desk
- ITIM team to generate an email which would also be used as a user ID for the new joiner

For HRs to execute hiring action in the system/application, basic details like email ID are needed. ITIM becomes a bottleneck here, and until the email ID is created and shared with HR, employees wouldn't be able to access any systems, and HR executives cannot initiate their activities.

As email ID is key for many things like logging in to the organization network, accessing all the enterprise applications, etc., there will be delays in order for employees to come up to speed. As many departments are responsible

**Stakeholders Involved:** 1 HR for Hiring 2 ITIM 3 Application Owners



HR request to ITIM for email ID

Add email ID & complete hiring action

| Hiring | Email ID Creation | Asset Allocations | Asset Provisions |
| --- | --- | --- | --- |
| Day 1 | Day 2 | Day 3 | Day 4 |

Manual employee onboarding which is also time consuming activity

# Solution

Today's enterprise applications are equipped with digital features. If organizations are still using age-old systems, it is time to think about modernizing their IT landscape. While doing so, companies also have to consider transforming their business process and going paperless.

**Going back to our example on this Whitepaper, the following systems/applications are being used in the organization to run their core processes:**

- SuccessFactors to manage employee lifecycle
- S/4HANA & Concur core business and
- SAP Business Technology Platform(BTP) for integration and extend enterprise applications
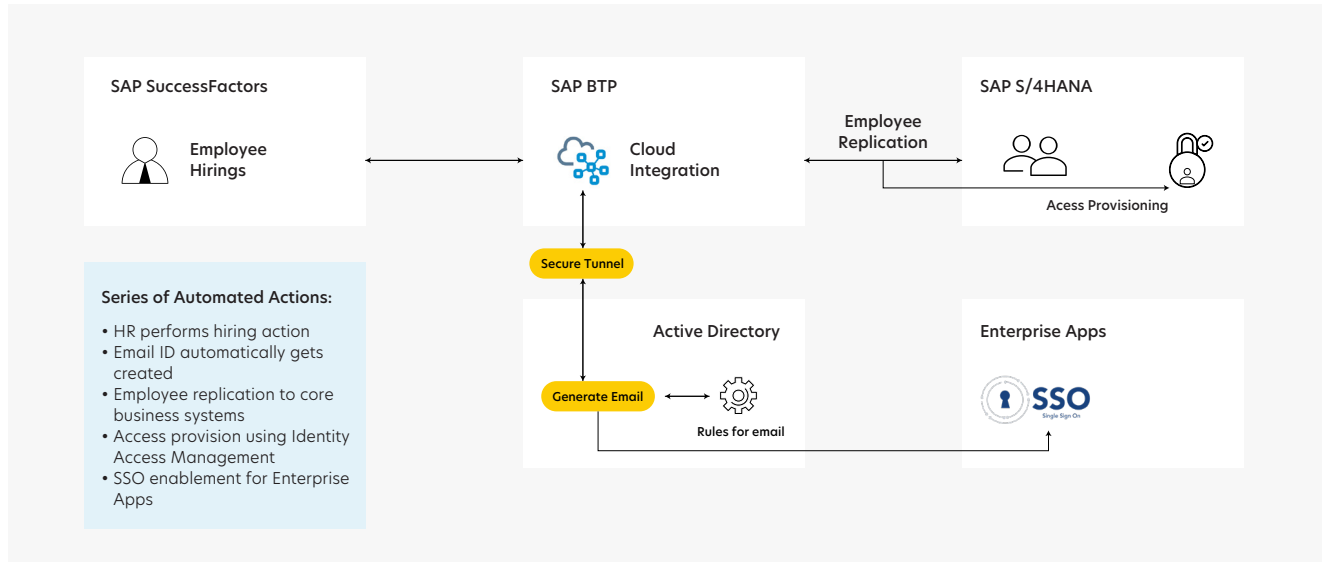
The company had retired its myriad of old systems and simplified the enterprise landscape by choosing the above modern applications from SAP. They have also leveraged the integration capabilities of SAP BTP to automate all the manual onboarding activities. The entire process of onboarding has been reduced from days to seconds, which helped save a lot of time for the support workforce for them to focus on critical business priorities.

SAP Cloud integration of BTP is utilized to integrate with Active Directory to generate email IDs in real-time. Rules for unique email ID generation are configured in Active Directory. These would also take care of determining alternate email IDs in case of similar names of employees already exist in the system.

During onboarding, as part of the hiring process, the HR manager enters all the employee information and saves the transaction. SystemFactors would trigger the interface via SAP BTP cloud integration to generate email IDs. Upon successful creation, the same is updated against employees in SuccessFactors. Through other interfaces in BTP, the employee data is replicated to the systems like S/4HANA and Concur. From Active Directory, SSO-related activities are also initiated automatically.

## The solution is explained in detail below, along with the architectural flow:



**SAP SuccessFactors**

Employee Hirings

**SAP BTP**

Cloud Integration

**Employee Replication**

**SAP S/4HANA**

Acess Provisioning

**Secure Tunnel**

**Series of Automated Actions:**

- HR performs hiring action
- Email ID automatically gets created
- Employee replication to core business systems
- Access provision using Identity Access Management
- SSO enablement for Enterprise Apps

**Generate Email**

**Active Directory**

Rules for email

**Enterprise Apps**

SSO Single Sign On

Automation of employee onboarding process and system provisions

# Conclusion

Digitalization has become inevitable for organizations to stay competent in the market and this is applicable to companies' internal processes as well.

It not only provides great user experience for the employees but also frees up their time in doing monotonous activities. When automation is introduced, organization would also benefit from that as the probability of human error is completely addressed. As all the modern applications are equipped with digital features, there is not much investment required. If the systems are very old, then this has to be considered during their transformation journey.

If you're seeking a reputable partner to help you make your legacy applications more agile and cloud-efficient, **Quinnox** can help you modernize your organizations to make your employee onboarding seamless and highly efficient.

Want to learn more about how our Digital business solutions and Modern Application Development services can benefit your organization? Get in touch to speak to one of our experts.