

Overview

A global leader in business services, the client offers technology-enabled staffing and managed outsourcing solutions across diverse industries, supporting operations in sales, customer care, back-office functions, and IT services. They needed a streamlined onboarding solution to simplify processes and enhance efficiency.



Objective

The client aimed to streamline employee onboarding by reducing paperwork, achieving an 80% successful onboarding rate, boosting productivity by 50%, and improving retention to 69% through a secure, paperless process.

Business Challenges

The client faced significant challenges in their manual onboarding process, impacting efficiency and security:

- **Inefficient Tracking:** Difficulty in managing, tracking, and communicating candidate onboarding
- **Manual Workload:** Time-consuming manual document collection and storage
- **Security Risks:** Handling sensitive data physically posed confidentiality threats
- **Resource Drain:** High effort and time investment in administrative tasks

The Solution

The client implemented a mobile-based Paperless Onboarding Platform (POP) to streamline and digitize their employee onboarding process. The platform allowed candidates to enter personal details, upload documents, and submit ID proofs digitally, ensuring secure data handling.

A centralized dashboard empowered onboarding executives to manage candidate information, track progress, and generate real-time reports with quality checks. Key modules included Onboarding, User Management, Reports, Vendor Management, and Master Data Management, creating a seamless and efficient onboarding experience.

Value Delivered

The implementation of the Paperless Onboarding Platform (POP) transformed the client's onboarding process, making it faster, more secure, and highly efficient. The shift from manual paperwork to a digital system led to significant productivity gains, improved employee retention, and enhanced overall experience for both candidates and the HR team.

80% Successful onboarding rate, up from 10%, ensuring a smoother experience

69% Employee Retention, driving positive onboarding experience

50% Increase in Productivity by Reducing manual effort and administrative workload

Business Benefits



Faster Onboarding



Reduced Administrative Load



Improved Data Security



Higher Employee Satisfaction