CASE STUDY

Optimizing Onboarding -A Power-Driven Approach for Streamlined Efficiency

CONTATA

OVERVIEW

Based in Belgium, the client is a thriving IT software company specializing in seamlessly integrating technology and talent to optimize IT services. From hyperautomation to IT consulting, custom software development, and robust cybersecurity, the company empowers businesses with innovative solutions that drive efficiency and growth.

CHALLENGES

The client faced several challenges in their employee onboarding process that hindered efficiency and accuracy. They struggled with manual data entry across multiple systems, increasing the risk of errors and inconsistencies in employee records. Approval processes for equipment requests, access permissions, and training tasks were slow and involved multiple stakeholders, leading to delays in onboarding new hires. Communication of essential information like welcome messages, policies, and schedules was inconsistent and time-consuming, potentially affecting new hires' initial experiences.

INDUSTRY
- Information Technology
- Human Resources

SERVICES
- Workflow Optimization
- Task Automation
- Data Visualization

TECHNOLOGY
- Power Automate
- PowerApps
- SharePoint
- JIRA
- MS Forms
- Survey JS

Coordinating training sessions across different departments and locations was complex and prone to scheduling conflicts.

SOLUTION

Contata leveraged Power Automate to address various challenges faced by the client in the employee onboarding process.

We created automated flows to streamline data entry across multiple systems. We integrated forms with databases and HR software to automatically populate information without manual input, reducing the risk of errors.

We also created approval workflows for onboarding tasks. We automated notifications and approvals for equipment requests, access permissions, and training schedules, which ensured that all stakeholders were notified promptly and approvals were obtained efficiently.

Additionally, we developed workflows flows to send standardized welcome messages, policies, and schedules to new hires upon their onboarding. Templates and triggers to ensure consistent and timely communication.

Moreover, we used Power Automate to manage training sessions and orientations. We automated scheduling notifications, room bookings, and participant registrations across different departments and locations.

BENEFITS

The implemented solution yielded substantial benefits for our client:

- **Improved Onboarding Metrics**: The onboarding process witnessed a noticeable enhancement in efficiency, measured through key metrics.

- **Real-time Tracking and Notifications**: The integration of real-time dashboards enabled continuous monitoring, ensuring prompt notifications and issue resolution.

- **Enhanced Data Accuracy**: Integration with existing systems and the introduction of automation significantly reduced manual data entry errors, enhancing overall data accuracy.

- **Reduction in Manual Paperwork Delays**: The streamlined workflows and automation led to a significant reduction in delays associated with manual paperwork, contributing to a smoother onboarding experience

About Contata

Contata Solutions is a trusted leader in technology and digital innovation. Through our work in data engineering, data analytics, machine learning, marketing automation and app development, we deliver solutions that address complex problems in ways that are simple, insightful and impactful.

Our promise and value proposition to our customers is simple: we leverage our deep technical expertise and global presence to bring software products and data-driven decision capabilities to life.

Founded in 2000, Contata is a privately-held company headquartered in Minneapolis that serves clients globally from offices in the United States and India.