
5 Ways to Revolutionize HR Onboarding with Elastic Integration

WHITEPAPER



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Executive Summary

To leverage agility as a competitive advantage, companies need to uncover every possible efficiency gain across their business. One such opportunity that many organizations overlook is the seemingly obvious candidate process of setting up new employees so they can begin working and get productive more quickly, known as onboarding.

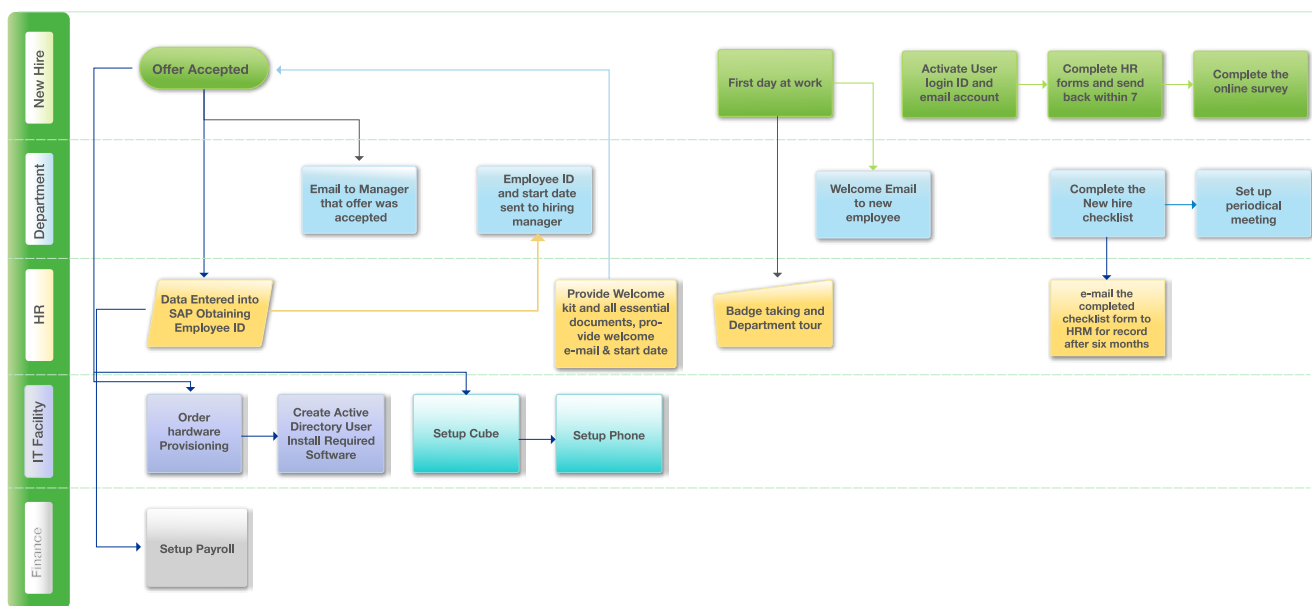
Snaplogic's Elastic Integration™ automates HR onboarding by seamlessly integrating existing systems either on premises or in the cloud. This reduces manual processes and paperwork, increases momentum, and enables HR staff, line managers and others to make joining the company an efficient and happy experience for new hires. That in turn enhances time-to-productivity, engagement and satisfaction, while reducing the administrative cost of onboarding by 25% and saving significant operational costs.

Business Problem

In any organization, there are several HR workflows that impact the employee onboarding process – from finding new talent, to the interview process, hiring employees, internal transfers/promotions, employees leaving the organization (or offboarding), and even re-hiring former employees. These activities involve various “actions,” such as approvals, reviews or follow ups that need to be executed by executives, HR, Finance, IT and other departmental personnel before a new employee can be hired or begin working. The reality is that these actions are often not at the forefront of manager's day-to-day responsibilities.

Many organizations still utilize paper-based or document-heavy approval processes for these critical workflows, slowing down a new hire's potential time-to-productivity. The diagram below demonstrates a typical onboarding process that begins with the acceptance of an offer, and includes several workflows that must be completed throughout a new hire's first 30 days of employment. first six to twelve months of employment.

Access for New Hires Process Flow



As you can see, some activities require the use of multiple systems for compliance and tracking purposes, creating complex, time-consuming and expensive onboarding processes. With so many elements to the workflow and often no clear owner, the onboarding process can leave new hires feeling anxious and unappreciated. Employee expectations are continuously rising and more than 25 percent of the U.S. population experiences some type of career transition each year , with voluntary first-year turnover at 18.8 percent, versus overall voluntary turnover at 8.9 percent according to SuccessFactors. Given this reality and the high costs of talent acquisition, companies should be doing everything in their power to minimize the likelihood of first-year turnover, and manual approaches just don't cut it.

IT's role in the HR onboarding process typically includes juggling support requests for new hires that need access to several different applications, for system access changes due to employee transfers or terminations, and for process or authorization alterations when applications are added or removed from the environment. At the same time, HR leaders in big organizations are managing perhaps dozens of new hires every day and need to track a multitude of different onboarding tasks for each position and individual.

Bloomin' Brands Case Study

Problem

- Bloomin' Brands (Parent company of Outback, Felming's, Roys, Carrabba's and Bonefish restaurants) employees 90,000 people with >50% annual turnover
- Employees require differing levels of system access based on role and company, and are often transferred or "borrowed" to meet fluctuating staffing needs
- Restaurants needed employees to have accounts provisioned in real time in order to gain maximum onboarding and offboarding efficiency

Solution

- SnapLogic connects Bloomin' Brands' UltiPro, Active Directory, Microsoft Exchange, ExpenseWire, TravelLeaders, ServiceNow, point of sales, CompCard, LMS and Oracle systems for seamless onboarding and offboarding
- SnapLogic propagates employee data to the appropriate applications based on Bloomin' Brands' easily customizable criteria for 16 different types of HR events

Opportunities: 4 Key Pieces of the Onboarding Puzzle

1. Removing internal bottlenecks

Too often, paper-based onboarding processes experience unnecessary delays, i.e. an approver is on vacation, a form gets buried on someone's desk, or a hiring manager forgets to submit an important application access request. This can create headaches and breakdowns in the communications flow between departments, whereas an automated approach ensures clear accountability and saves time for everyone involved.

2. Day one productivity

A new employee's perceptions are shaped significantly by the experience they have on their first day. Is their email ready to use? If not, how long does it take for IT to resolve their issue? Do they have accounts ready with other software they'll need to be effective in their job? Employees will be blown away if you get it right, or they'll get a bad taste in their mouth if it takes weeks to prepare their work environment for success. Since half of all hourly workers leave new jobs within the first 120 days, effective onboarding can be a significant advantage, especially in industries like retail or food services with large, constantly churning workforces.

3. Seamless career transitions

A successful new hire will hopefully be promoted or transferred at some point during their tenure with your organization. This presents another opportunity to tighten up processes, save time, and impress the employees you

- SnapLogic provisions temporarily transferred users for the appropriate point of sales systems in near real time, so they can instantly enter time and tips at the new location

Results

- New employees are given accounts in the necessary applications within 5 minutes of being hired, based on predefined employee groups
- Updates to employee records are input once into the HR application, and SnapLogic immediately delivers the latest information to all other applications
- Bloomin' Brands minimized time-to-integration from 3 months to 3 weeks per application, and saved nearly 4,000 person-hours per year by replacing all hand-coded

want to retain. For example, SnapLogic customer Bloomin' Brands (parent company of Outback Steakhouse, Flemings, etc.), defines and stores clear specifications and policies for different employee groups with various qualifications and access levels to key applications. By automating the process of determining who gets access to what through flexible integration, Bloomin' Brands can process employee transfers or seasonal restaurant re-hires rapidly.

4. Minimizing compliance risks

In its 2006 survey, "Information Security Breaches," the DTI and PricewaterhouseCoopers found that 32% of Information Security attacks originated from internal employees while 28% came from ex-employees and partners. So, when it comes to managing employee accounts, poor compliance can lead to many unnecessary costs and risks resulting from accidental or intentional breach of information.

Solving the Puzzle: 5 Ways of Revolutionizing Onboarding with Elastic Integration

1. Provisioning User Accounts

When an employee starts, there are several applications that must be updated either with new records or new user accounts – from payroll and time sheets, to expense reporting, content management, HR, finance, CRM, social media or IT applications. Creating the right accounts in the right systems in a timely manner is no easy task without flexible, automated integrations that are driven by clearly defined policies. SnapLogic, for example, can easily integrate any end point with its intelligent connectors, called "Snaps." SnapLogic currently offers over 160 pre-built Snaps for a variety of data sources, and provides

an SDK so that any developer can easily build their own snaps for new sources or custom applications.

2. Synching Data Between Systems

Keeping employee records up-to-date can also be a challenge, especially when address, manager or employee photo changes can be made in several different systems. For example, SnapLogic customer Netflix takes photos of new employees during orientation and uploads them directly into Box, and later sharing all images through Workday, Active Directory and Google Apps. Because of Netflix's hub-and-spoke approach to integration with SnapLogic, employees can later change their pictures in either Workday or Gmail and that update will automatically be propagated in all other systems across the company.

3. De-Commissioning Accounts for Terminated Employees

Voluntary or not, it's always important to remove access quickly for a terminated employee that used critical business systems. And when your employees have stored company data or documents – say in a content management tool – this information must be made accessible to a manager or team member taking over that employee's responsibilities. By taking this into consideration from the get-go and automating the process with easy-to-build reusable integration pipelines in a tool like SnapLogic, you can easily take friction out of your off-boarding process, and make the resulting organizational transition a lot smoother.

4. Migrating Data from Old to New Applications

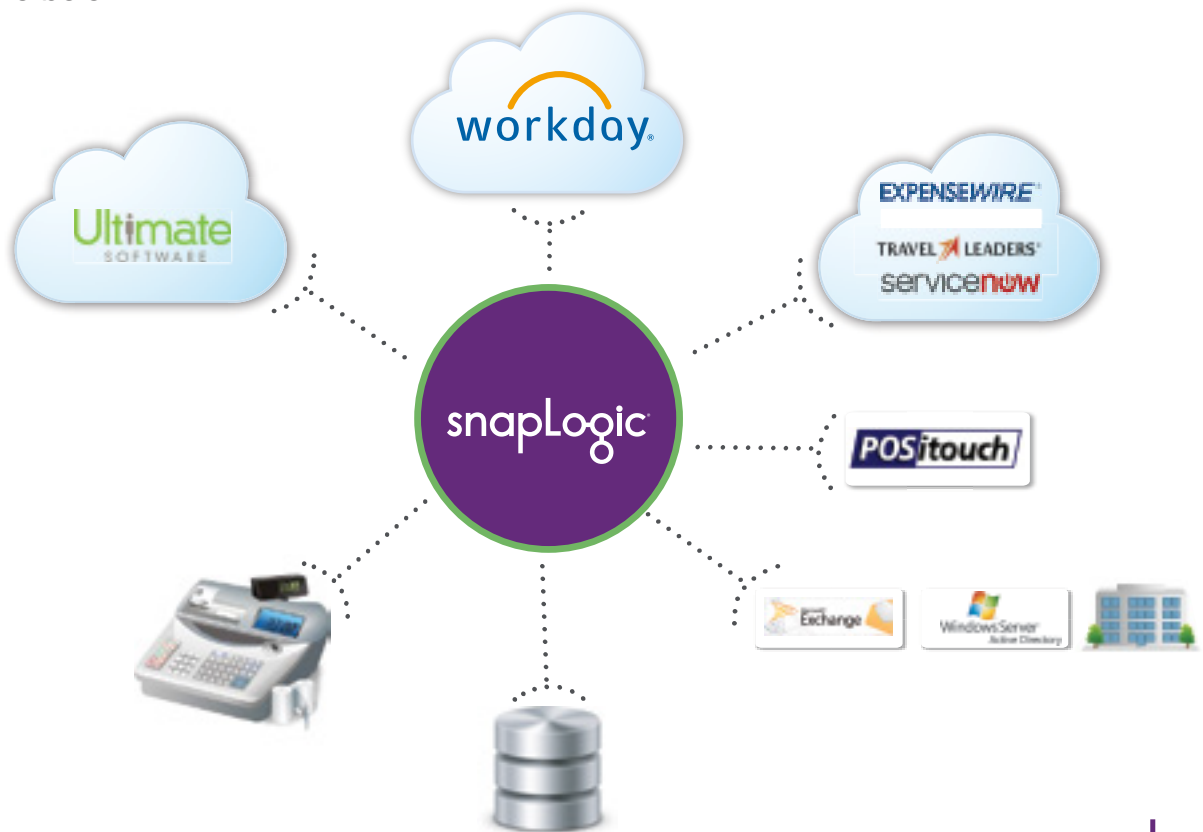
Of course, the only constant in business today is change, and that is more true than ever when it comes to technologies and business applications. Companies tend to switch their business applications (from on-premise to cloud applications), which means existing data from the old application needs to be migrated to the new application quickly to ensure business continuity. Therefore, any onboarding or off-boarding process must be adaptable to changes in applications, stakeholders, rules and policies, etc. The right kind of integration platform should be able to handle all types of workloads – real-time as well as batch integrations. This reduces integration costs as you no longer need to own and staff multiple integration solutions. SnapLogic's Elastic Integration is a one-stop shop for all integration needs and can handle all styles of workloads and all styles of data types – files, text, and binary data files such as images.

5. Re-Provisioning User Account

Particularly in high-churn industries such as hospitality or restaurant businesses, it is common for companies to re-hire former hourly employees to meet seasonal needs during peak months. Key employee data should be retained after a departure, so the re-boarding process can be automated and employers don't have to start from square one with re-creating user accounts and records. Because SnapLogic provides a simple drag-and-drop interface and transparent integration pipelines, users can easily leverage pipelines built to support the on-boarding process and adapt or re-use these integrations for processes like re-provisioning accounts. For example, Bloomin' Brands was able to handle on-boarding and off-boarding of 90,000 temporary and permanent employees with SnapLogic.

SnapLogic's Elastic Integration Approach

To address these considerations, SnapLogic acts as a hub for your HR data universe. It ensures that user accounts are instantaneously set up in the appropriate applications and up-to-date employee information is shared between those apps and critical payroll systems and HR databases, thus minimizing data entry needs and increasing data accuracy – as in the scenario below:



SnapLogic's Elastic Integration offers a one-stop shop for rapid integration of employee data and accounts – at any volume, of any variety, and at any velocity regardless of its location. It offers a rich design experience and set of pre-built connectivity for a variety of data sources. Even in the most complex environment, SnapLogic drastically simplifies HR onboarding. With its flexible, web-based, location independent, easy-to-use, drag & drop interface, your team can collaborate more easily between systems, peoples and processes. You can also achieve data migration and data synchronization between multiple endpoints easily, so that the right employee information is always in the right places when you need it. Key elements of the SnapLogic solution include:

1. Elasticity

SnapLogic offers expandable data “pipes” that can handle large and small data sets, a flexible architecture that can handle every data variety imaginable, and unlimited compute capacity in the cloud that can process data at any velocity. Its extensibility allows customers to reach any data set regardless of its location – whether on-premise, in the cloud, or on a sensor/mobile device. SnapLogic currently offers over 160 pre-built Snaps for a wide variety of apps and data sources.

2. Ease-of-Use

With SnapLogic's intuitive user experience, any citizen developer, such as an HR analyst, can rapidly build and deploy integrations without deep technical expertise or deployment concerns. Whereas with traditional integration software, IT teams typically spend a month and a half on integrating a single endpoint application (due to the time required to understand application interfaces and their business semantics), SnapLogic abstracts out the technical complexity associated with endpoints through its Snaps.

3. Agility & Cost-Efficiency

Unlike other integration solutions or custom point-to-point scripts, SnapLogic is flexible enough to adapt to changes in process, systems or the application environment as your organization evolves. SnapLogic's hub and spoke architecture lets you snap out old Snaps and snap in new Snaps seamlessly, or even add or remove spokes, making the transition off of older apps or the addition of new apps an incremental exercise. The Snaps reduce integration development and deployment time by a third, down to two weeks per endpoint. And on average, SnapLogic customers are known to have an agility advantage of fourteen and half months over traditional integration software when integrating ten endpoints.

In addition, SnapLogic allows you to set up dashboards and alerts to monitor progress, automatically detect issues, and execute escalation processes so that any integration or general onboarding problems are overcome promptly. This approach also assures compliance to your onboarding procedures, policies and regulations, so that you can be confident the proper workflow is being followed.

Summary: Streamlined Onboarding = Happier Employees

Re-wiring your HR onboarding process with elastic integration speeds your employees' time to productivity and improves employee retention. And better overall onboarding can lead to accelerated ramp-up and readiness to contribute, and improved employee relationships with the company and management. Positive onboarding outcomes for new employees include higher job satisfaction, better relationships between a new employee and their manager, increased job performance and productivity, greater organizational commitment, and reduction in stress and intent to quit.

At the same time, efficient HR onboarding minimizes IT and operational costs, allowing IT resources to focus on other strategic business priorities.

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