CASE STUDY:
AUTOMATING EMPLOYEE LIFECYCLE

IT service saves 40 person-hours a month and removes significant admin burden by automating two key employee lifecycle processes for a major transport company.

AT A GLANCE

INDUSTRY

UK Travel and Transport

KEY CHALLENGES

The employee onboarding and offboarding process was highly manual and prone to error.

THE SOLUTION

Process automation transforms the accuracy, speed and efficiency of these key HR processes.

RESULTS

40 person-hours are saved and a huge admin burden reduced.

Spherica's automation-first approach to IT Managed Services has transformed two key stages of the employee lifecycle management process for a major transport company. The automated process delivers significant productivity efficiencies by reducing manual touch points and the risk of error.

ABOUT US

Spherica has been delivering IT Managed Services for the franchise for a decade and it has a unique automation-first approach to service delivery. Spherica are committed to identifying opportunities to automate manual IT processes in order to increase productivity and deliver cost and service efficiencies that help organisations meet their strategic goals.

POWERED BY
SYNAPTEK

SPHERICA

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THE CHALLENGE

The process for managing employees joining and leaving the business was time-consuming, highly manual and prone to human error. The business impact of this was that valuable IT resource was consumed by low-value (although necessary) admin tasks. It also impacted the employee experience and created an element of risk.

The manual process involved spreadsheets of information being passed between HR, the Service Desk team and End User Computing (EUC) team. Information was manually keyed and duplicated into various systems, including CoreHR and ServiceNow, and it involved at least three different workflows per employee.

Keying errors were common and this created an ongoing IT admin burden because new starters frequently had to raise support tickets to rectify issues.

As a result of these issues, the productivity of new starters was frequently hampered by inaccurate access permissions and delays to the supply of hardware.

The joiners process had to be duplicated for account set up, software licensing, access permissions and hardware provisioning.

TIME FOR TRANSFORMATION

Similar inefficiencies marred the leavers' process. For example, when an employee left the organisation, the manual process of software license deactivation could slip through the net, resulting in inactive licenses continuing to be paid for after an employee left the business.

On average, the IT team manage a volume of 100 user lifecycle requests every month, including new joiners, movers and leavers. The time spent on the manual process was estimated to take up to 40 hours per month across the Service Desk and EUC teams.

Another issue was that these user lifecycle requests were raised as tickets, so this impacted Service Desk incident reporting and the commercials of the core service.

On average, the IT team are processing a volume of 100 employee lifecycle management requests a month.

The major transport business recognised the urgency with which it needed to address these issues and worked with Spherica to develop a plan for an automated solution. The objective of this was to reduce the admin burden, reduce errors and enable the IT teams to spend more time on value-added tasks. This was particularly vital due to the added pressure teams were under due to the impact of the pandemic.

"We are a progressive transport business and we care deeply about the experience of our staff as well as our customers. We knew that the employee lifecycle management process was in need of modernisation to reflect our brand values. The added impact of the national lockdown and the need to onboard and offboard employees remotely accelerated the urgency."

Head of Technology Services & Support

www.spherica.co.uk

THE SOLUTION

Spherica enlisted the services of its talented team of automation experts in Synaptek, Spherica's Digital Innovation Division to develop the solution. The Synaptek engineers worked closely with the team to map the process from end to end, identifying the system integrations and automation requirements that would revolutionise the time and effort required to manage this core HR function.

On Synaptek's recommendation, the transport business invested in the Gartner MQ leading iPaaS, Workato, to enable seamless integration and automation across its infrastructure. Synaptek has a strategic partnership with Workato and is a Gold Integrator Partner, so its automation engineers are experts in designing solutions that optimise the benefits of a Workato installation for clients.

With this in place, Synaptek were able to work with the Spherica service delivery team to design a new process that automates every stage of the onboarding and offboarding workflow, including communications with new starters before they join the business.

PROCESSING TAKES MINUTES NOT HOURS

The innovative automated workflow auto-populates the necessary information between CoreHR, ServiceNow and asset management tools, while sub-tasks are automatically created to set up the user's account, access permissions and hardware requirements.

Email accounts are generated in Microsoft Active Directory and the relevant software licenses are deployed based on rules defined by the employee's job title and department. Communications are then triggered to the employee's Line Manager and directly to the employee, containing all of the personalised information they need.

The frequency with which the process is now actioned has been transformed and tasks that once took hours are completed within minutes.

REDUCING RISK

For the leaver process, business accounts are automatically matched to records in Active Directory and the exit date is set to disable accounts, remove access and decommission licenses, without manual processing. Rules defining the process for data archiving and deletion trigger communications to stakeholders to check and archive data appropriately. This enhances security and removes the need for multiple job tickets to be raised to complete the process of offboarding an employee.

Once all tasks are complete, job tickets are automatically closed without the EUC team having to access them again, significantly reducing admin tasks and the IT resource required to support the process.

"Our automation-first approach to service delivery enables the consistency, efficiency and agility that are vital in the modern IT environment. This project demonstrates how quickly clients can reap the benefits.**"**

Adam Turner | Head of Commercial | Spherica

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TRANSFORMATION
TAKES JUST WEEKS

The automated process was fully tested and implemented within 6 weeks of being given the green light, all in the midst of the national lockdown.

"Automating processes like this is what makes my job so rewarding! We've been able to quickly address significant pain points and have seen first-hand how this has immediately benefited the client in productivity efficiencies and end user experiences. This automated process can be replicated in almost any business to transform these key stages of employee lifecycle management."

Livia Nicolae | Automation Engineer | Synaptek

*"This process automation has transformed the day-to-day workload of the IT team. To say it has been a game-changer is an understatement!
The admin burden has dramatically reduced and the speed with which we can process user requests has been revolutionised. We've also been able to deliver more accurate reporting and identify data insights that have enabled us to suggest further enhancements to help deliver the best employee experiences. We're excited to start work on the next automation project in our roadmap and we're delighted to be working with such a collaborative partner as Spherica."*

Head of Technology Services & Support

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THE BENEFITS

- A significant admin burden has been removed
- The new process delivers efficiencies equivalent to 1 week of person-hours
- The onboarding processes have been consolidated into one workflow
- The risk of human error is reduced
- Accuracy and consistency is improved
- Significant cost savings have been realised through timely license deactivation
- Ticket management is automated
- Less IT resource is required
- The employee onboarding experience has been transformed and is aligned with brand values
- IT can proactively deliver improvements

SPHERICA

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