

Ensure New Employee Productivity

Onboarding a new employee is a complex, yet critical process that can make or break the first day on the job. Human resources (HR), IT, and other fulfillment teams must combine to deliver all of the services necessary to make day one productive. Activities such as benefits and payroll activation, equipment procurement and installation, and system access are just a few of the items that need to come together behind the scenes for a smooth transition and onboarding success.

Ensure a Positive Employee Onboarding Experience

With Cherwell's HR Employee Administration solution delivered as a "merge-able application" (mApp) you can use role-based workflows to automatically assign tasks to onboarding fulfillment teams. This reduces manual paperwork and emails, accelerates new employee productivity, lowers administrative burden, and creates a positive experience for new employees in which nothing falls through the cracks.

The HR Employee Administration solution is implemented on top of the Cherwell® Service Management platform, and can be deployed as an independent set of capabilities or as part of a broader service management strategy spanning IT, facilities, security, marketing, legal, and other departments serving internal business users.

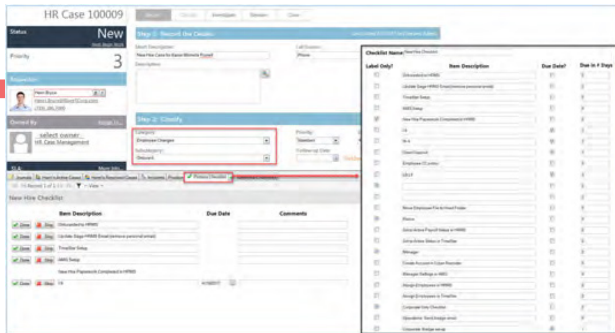
Features

- Role-based checklists and workflows for onboarding, offboarding, and transfers
- Powerful dashboards and reporting
- Automate employee administration tasks and just-in-time initiation of fulfillment activities
- Link between employee records and system credentials and equipment
- Easily customizable to align with organizational policies
- Integrate with applications such as Microsoft Active Directory and Exchange, facilities, and enterprise HR applications
- Single, integrated system of record across relevant fulfillment teams and functions

Benefits

- Standardize employee onboarding, transfer, and offboarding processes
- Ensure new employee productivity from day one
- Reduce HR administrative burden through checklist, workflow, and task automation
- Identify areas for improvement with HR-related dashboards and reporting
- Increase the overall ROI of your service management platform

With Cherwell's HR Employee Administration Solution You Can:



Ensure new employees hit the ground running

Coordinate all onboarding activities such as ordering and setting up a personal computer and phone, provision access to enterprise applications such as email, grant security privileges, and initiate employee and secure ID processes. Similar tasks can also apply to transfers and role changes. New or different permissions may need to be granted or new equipment obtained. Likewise, all offboarding activities can be coordinated for the benefit of the employee and employer or organization.



Standardize onboarding and offboarding processes

Different processes typically exist depending on the type of employee and their role. With the Cherwell HR Employee Administration solution you can standardize activities, supporting checklists, and overall processes. For example, there will commonly be different offboarding processes for retirements, voluntary employee resignations, end of contracts, and terminations. Defining roles and categories, subcategories, and activities is flexible and easy with the solution.



Reduce HR administrative burden

Automate and leverage common activities such as creating or terminating email accounts, network and resource access, activating or terminating phones, ordering or retrieving other equipment, and creating or deactivating physical ID badges. Track equipment and access privileges for employees, and use this information in transfer or offboarding processes to automate checklist activities and tasks.



Track cases and identify areas for process improvement

Out of the box dashboards for employee administration and HR case management provide overall visibility for team managers. Individual and team workloads and the status of individual cases are plainly tracked to help identify areas for process improvement. This can be further complemented by custom reports and surveys, which are easily created, executed, and presented on the Cherwell Service Management platform.



Increase the ROI of your service management platform

For organizations with HR processes governed by paper documents and spreadsheets and activities performed manually and/or initiated by emails and phone calls, HR case management and employee administration can be improved by running on the Cherwell Service Management platform. This is especially true for Cherwell Service Management ITSM or service desk customers by running on a common platform with a single system of record and leveraging existing integrations.