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WORK at LIGHTSPEED™

How to Modernize Employee Onboarding for the Digital Age – an Industry Perspective

MODERATOR
BEN BARTELS
DIRECTOR, HR PRODUCT LINE SALES
ServiceNow

PANELISTS:
JACK FOO, Toyota Motor North America
MELANIE HILDEBRANDT, Sony Pictures Entertainment Inc.
TERRIE KAUFFMAN, Carolinas Healthcare System

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Panelist Introductions



NAME: Ben Bartels (Moderator)

TITLE: Director,
HR Product Line Sales

COMPANY: ServiceNow



NAME: Jack Foo

TITLE: Service Catalog/Portal Manager

COMPANY: Toyota Motor
North America



NAME: Terrie Kauffman

TITLE: IT Service Management

COMPANY: Carolinas
Healthcare System



NAME: Melanie Hildebrandt

TITLE: VP - Corporate IT

COMPANY: Sony Pictures
Entertainment Inc.

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Session Overview



Objectives

- Understand how an effective Onboarding (and transitions) strategy can generate tremendous value in your organization



What You Will Learn

- How global organizations leveraged the ServiceNow platform for Enterprise HR Onboarding
- A variety of perspectives from industry leaders on what worked and lessons learned
- The benefits and value to their organization
- Insight through interactive Q&A feedback

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The Growing Importance of Onboarding



1/3 of New Hires quit their jobs within the first six months of employment at some point in their careers

33% of employees knew whether they would stay with their company long-term after their first week

Stat Sources: BambooHR, TLNT

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The Growing Importance of Onboarding

The Benefits Are Real:

- 58% of employees are more likely to still be at the company three years later if they had completed a structured onboarding process.
- 62% of companies with Onboarding programs had higher time-to-productivity ratios.
- 54% of companies with Onboarding programs reported higher employee engagement.
- ~78% of business leaders rank employee retention as important or urgent

Stat Sources: Aberdeen Group, Deloitte Human Capital Trends, Wynhurst Group

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Audience Poll: Show of Hands

How many of you are using any technology to facilitate a better onboarding experience?

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Audience Poll: Show of Hands



How many of you have seen this happen on Day 1 of employee onboarding?

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Audience Poll: Show of Hands



….Or for our Remote Employees

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What do all of these Onboarding Solutions have in common?

Point Onboarding Solutions TM Onboarding Solutions HCM Suite Onboarding Solutions



None of these onboarding solutions are likely to provide integration or automation of workflow capabilities that span beyond HR and into IT, Security, Facilities and so on.

Sources: Gartner

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Customer Panel Discussion

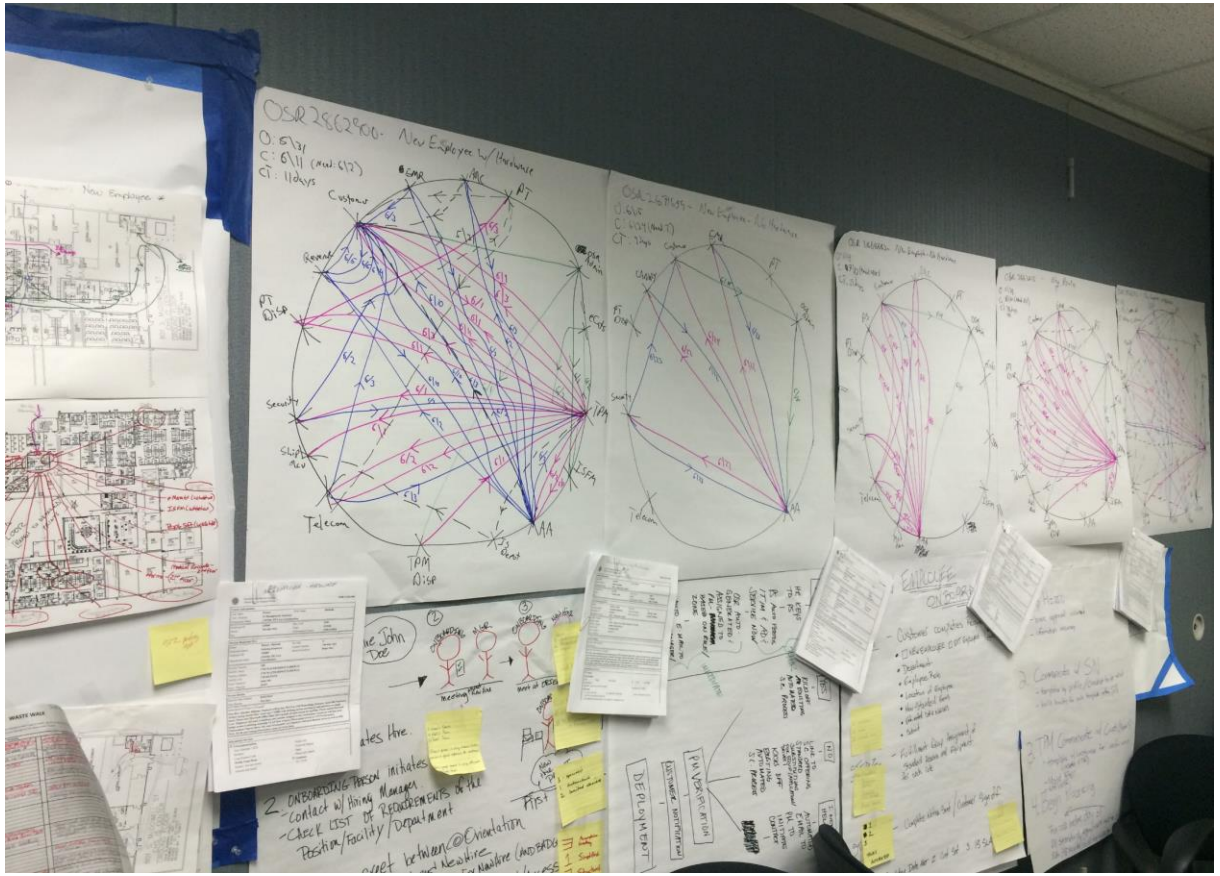
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Tell us about what your New Hire experience and process looked like, before ServiceNow? Starting at the verbal offer

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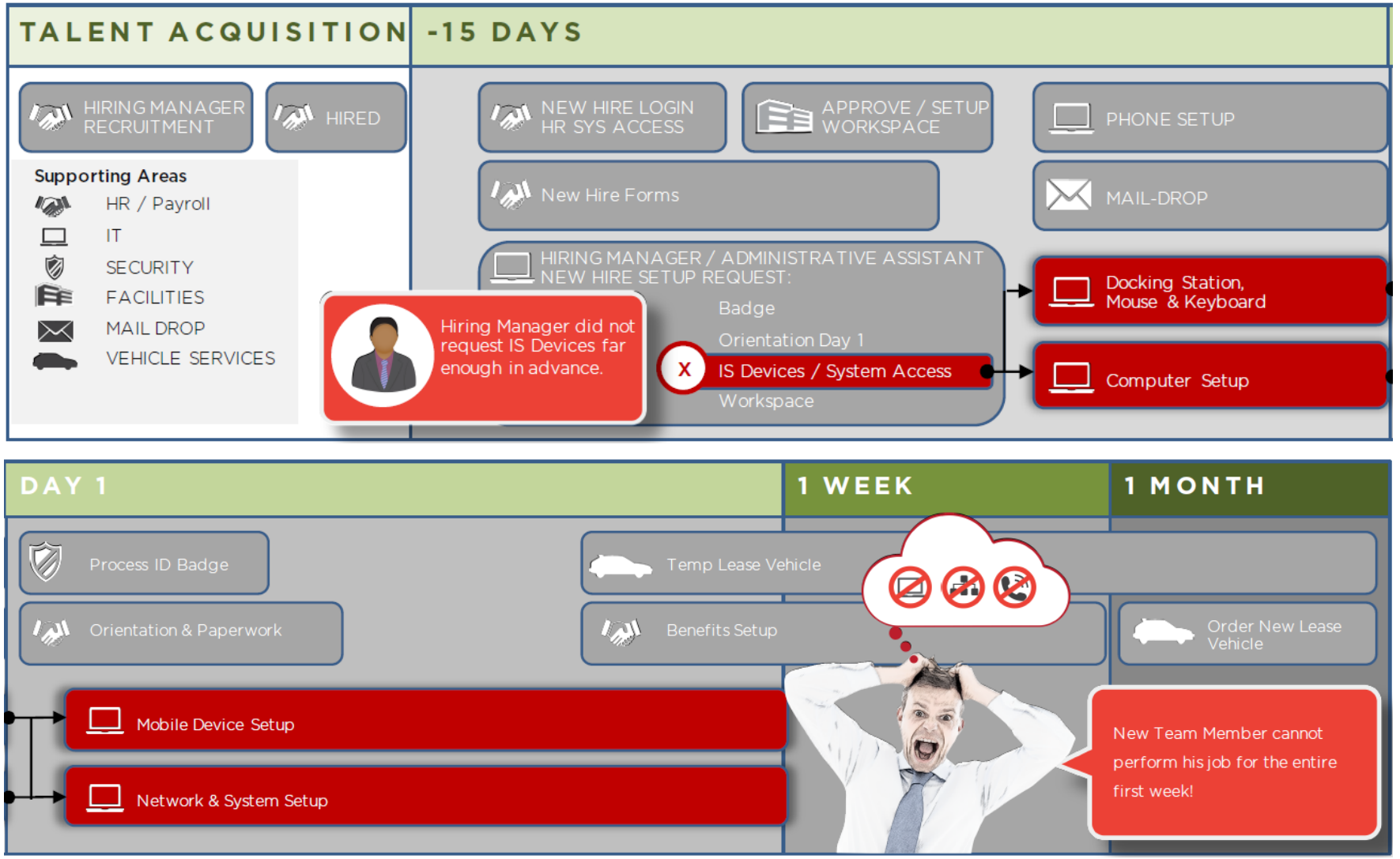
New Hire Experience Before…





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New Hire Experience Before…



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Of that process, what were the key challenges/issues for the New Hires? How about for HR and Managers?

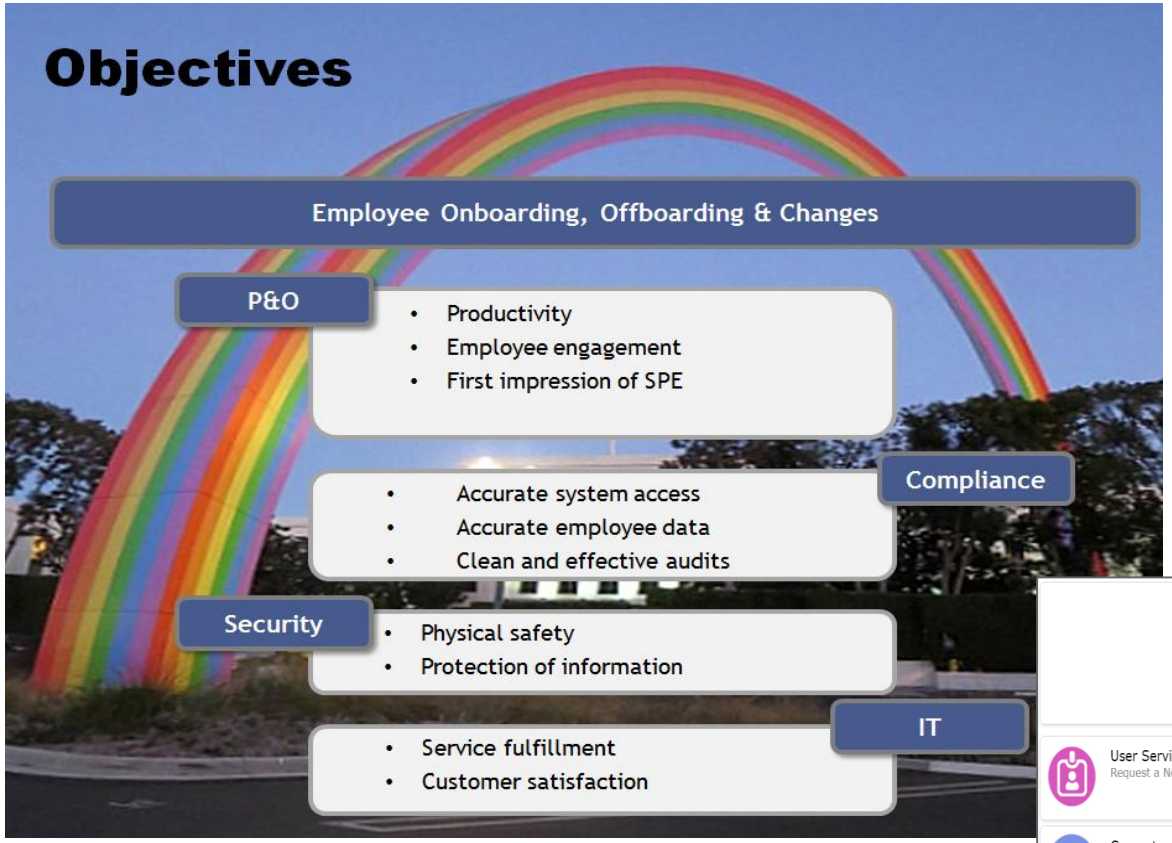
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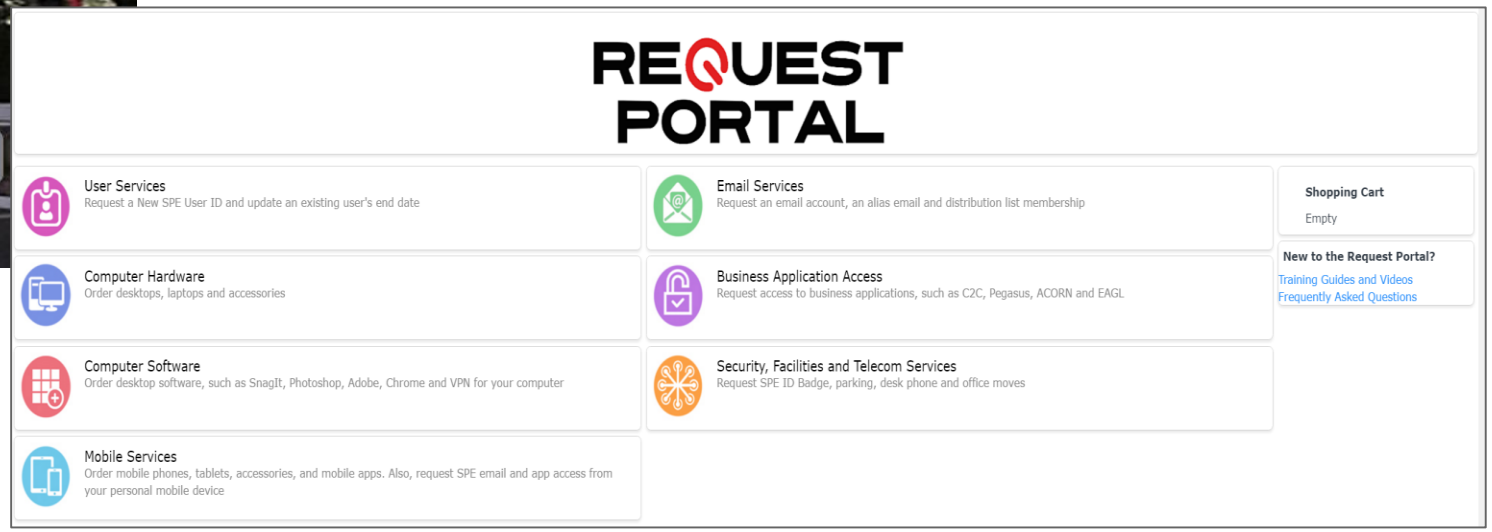
What kind of effect do you think that had on the business and employee? Did you measure it?

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What was your vision for improving that process? How did you evaluate choices to improve it?

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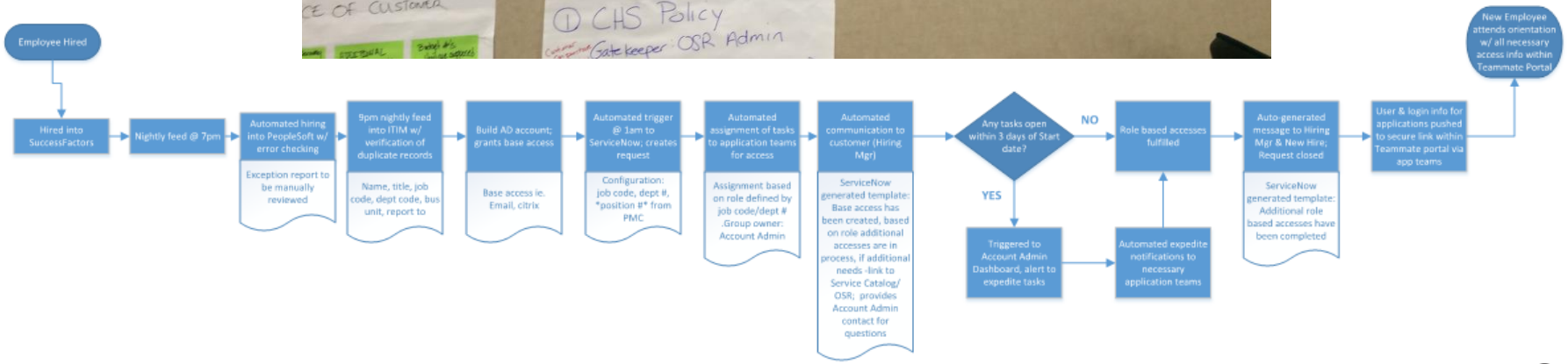




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Carolinas HealthCare System

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Why did you ultimately elect to choose ServiceNow?

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How did you measure or evaluate the expected benefits? E.g. Business Value Assessment (BVA)?

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Measure:	Target
Define access and workflows for the following CMC Nursing Units to include in on-boarding pilot: 6T, 6CVRU, 10DE, and Emergency Dept.	90% of all new-hire access successfully upon start date during pilot period beginning July 1, 2016 – Oct 1, 2016..
Define and establish role based access for remaining 42 inpatient nursing departments at CMC.	Automate workflows to facilitate new-hire access by start date prior to Dec.31,2016.
Process 90% of onboarding CMC nursing teammates to have 90% or more of predetermined access by Start Date	
Defect rate goal = 0 (number of access flows that do not get setup due to systems failures)	



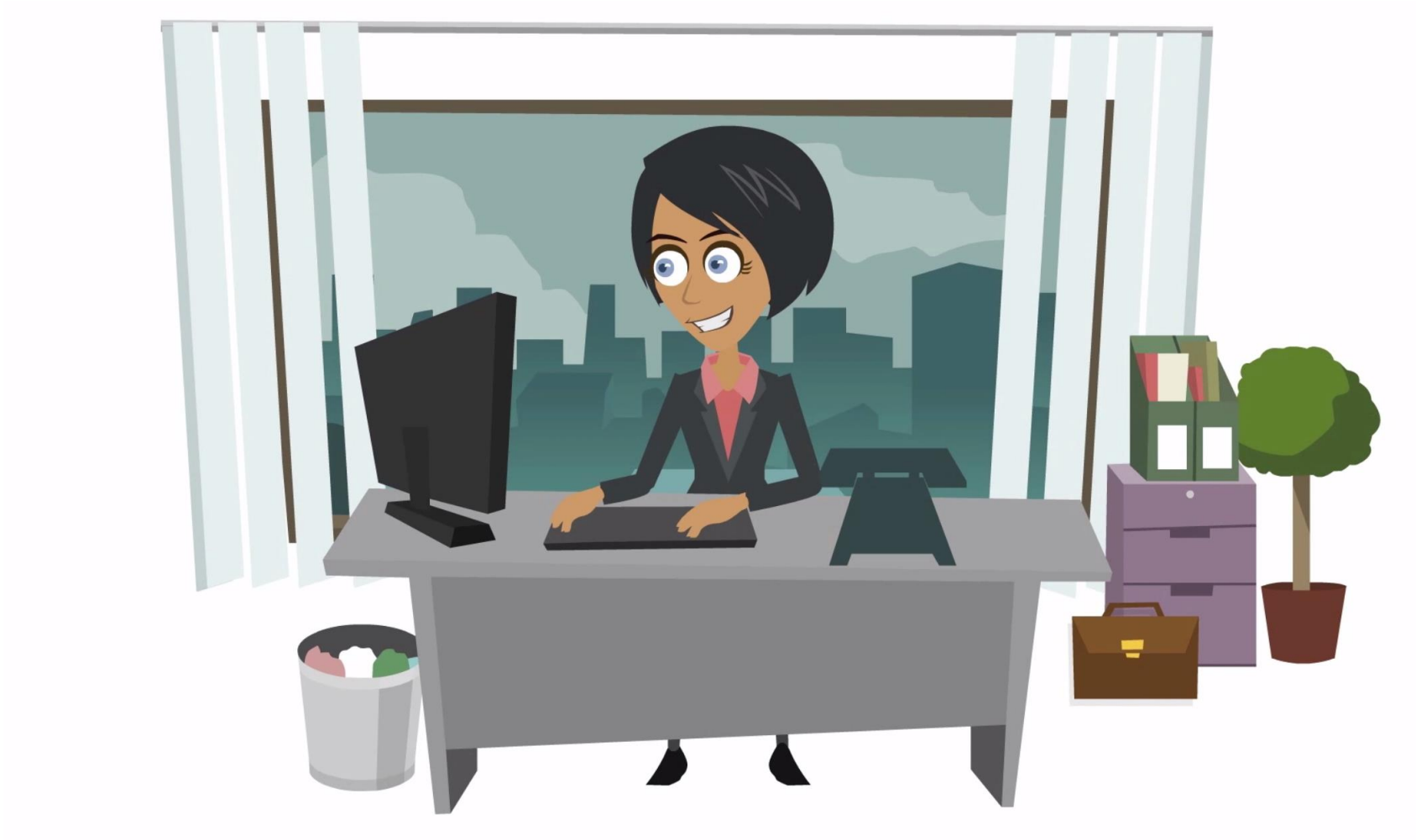
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How would you say the benefits have materialized? e.g. Met expectations? Over exceeded? Any ROI?

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The After…



SONY PICTURES

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The After…



Onboarding Dashboard

Show 10 entries

Search:

Workday ID	Name	Manager	Start Date	Network ID	Email	Internet	Badge	Computer	Skype Voice
[redacted]	[redacted]	[redacted]	[redacted]	✓	✓	✓	◆	◆	✓
[redacted]	[redacted]	[redacted]	[redacted]	!	!	!	◆	◆	✓
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Showing 1 to 10 of 239 entries

Previous 1 2 3 4 5 … 24 Next

Requires Attention · Waiting for Approval · Work in Progress · Request Completed · Request Cancelled · No Active Requests · Multiple Requests

TOYOTA

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Are there any plans to expand your ServiceNow solution across other HR areas?

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Any last thoughts or guidance you would like to share with the audience today?

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Q & A

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Tuesday May 9th – Onboarding Sessions

Session 5:00 - 5:50	**BRE4033** - Automating the Employee Onboarding Service Experience at Overstock.com

Wed May 10th – Onboarding Sessions

Hands On Labs 10:30 - 12:30	**LAB131974** - Enterprise Onboarding: Benefits and how to configure our new Enterprise Onboarding Solution to meet your Organization's process

Thurs May 11th – Onboarding Sessions

Hands On Labs 9:00 - 11:00	**LAB131974** - Enterprise Onboarding: Benefits and how to configure our new Enterprise Onboarding Solution to meet your Organization's process

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Thank You

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Take the Survey

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Thank You

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