

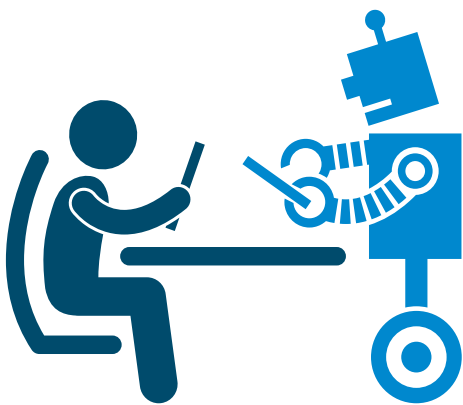
The easy guide to selecting an employee onboarding system



You've been tasked with finding an Employee Onboarding System. You want to make the right decision, but are not sure where to start. To make things easy, we've compiled a list of 10 key areas you need to consider if you want the best product for your people and your business.

1. Automated compliance.

The compliance aspects of onboarding are a bit like insurance. You begrudge having to spend time and money on it, but when things go pear shaped, you will be glad you have. Part of the drudgery of compliance is that it involves a lot of rules, regulations and complicated paperwork including:



- » employment contracts;
- » payroll and personnel forms;
- » tax forms;
- » company policies;
- » declarations;
- » licences and certifications;
- » visa documentation;
- » confidentiality agreements;
- » employment law information eg: Fair Work Information Statement

Configurable electronic documents and workflows

When choosing an onboarding system, look for a product that not only stores your forms electronically but enables you to tailor paperwork specifically for the new employee and automate the workflow from end to end. This will get your new-hire set up faster, and save on processing time that could be spent on more productive things. Also make sure the system gives you click of a button access to all your records so you can show you've ticked all the compliance boxes.

Secure electronic signatures

As soon as your new hire has reviewed their paperwork, your system should allow them to digitally accept their terms and conditions of employment (including any policy requirements and declarations). Ensure it also includes additional security steps to protect forms from unauthorised access.

2. Integration with other processes.

A good system will enable you to link seamlessly with other processes and business platforms, particularly those that support your new-hire's performance.

A complete solution for e-learning

Seamless experience

Your onboarding system should be a completely seamless experience for the user. Look for a platform that will allow your new team member to access their e-Learning without leaving the onboarding system.

Functionality

Investigate whether the system can support hosting your existing e-Learning platform as well as connections to 3rd party hosted eLearning. Also, check that it is compliant with the most popular technical standards for e-Learning - SCORM and AICC, to ensure your e-Learning systems and programs run like clockwork.

Flexibility

The system should also allow for flexibility in the onboarding schedule. Training may not fit into neat pockets of time; so it is important that new staff have the ability to recommence unfinished e-Learning at any time, with the system picking up right from where they left off.

Continuous improvement

Fully integrated onboarding can provide unprecedented visibility around:

- the actual learning completed;
- the results that have been achieved; and
- the quality of the learner's experience as described in comments and feedback collected.

Your managers and human resources teams, if given the right access, can use this powerful data to improve onboarding outcomes.

Link to performance review modules

It is never too early to set goals and milestones with your new hire and kick-start the performance planning process. Once again, look for a system that fully integrates with your performance review platform so that your new employee never has to leave the onboarding system. A superior system will seamlessly transition your employee through the initial probationary review and on to your company's ongoing performance management and feedback processes.

Just-in-time provisioning

High performance is impossible without the right tools and access. An effective onboarding system will be able to initiate provisioning processes to ensure your new hire has everything they need before they start.

Access to online information

Links to common questions, employee handbooks and other "how to" resources empower staff with information and fuel their independence.

Intraboarding and offboarding

Intraboarding is the process of supporting an existing staff member's move to a new department or job with the company. Like new hires, transferring staff requires compliance paperwork, provisioning, training and performance management. Offboarding - as the name suggests - is farewelling an employee leaving the 'ship'. This process has its own set of unique requirements such as exit interviews, deprovisioning, and closure of employment records. Check whether the onboarding system can streamline your intraboarding and offboarding processes and save you even more time.

3. Reflect your culture.

The onboarding portal should be a tool to assist new hires in understanding and embracing the culture of your organisation.

Preboarding capability

The first interactions you have with your new employee will tell them a lot about who you are as a business. Make sure your onboarding portal gives you the ability to reach out to new hires as soon as a job offer is made. In addition to getting the person officially signed-up, pre-boarding presents a valuable opportunity to welcome them to the team, share team profiles, and provide useful information about the business, the office and facilities in the area.

Multimedia

An effective onboarding platform can help you tell your company's story by sharing videos, slideshares and documents about your history, strategy, culture, values and purpose.

User experience

Using this tool will be the first experience your new hire has working for you. You want the interface to be simple, user friendly and highly intuitive so as not to frustrate or confuse your newbie before they have even started. Personalised messaging and customised workflows to suit the role will show your new hire that you are an employer that values them as an individual.

Remote and mobile access

You want staff in regional or remote locations to have the same access to a fantastic onboarding experience as those in head office. Make sure your new onboarding system can cater for these employees. In today's age, when people are used to using two or three devices simultaneously, mobile compatibility is also a must. Mobile access will reinforce your commitment to onboarding staff that spend most of their time on the road or out of the office.



4. Create social connections.

There is nothing worse than feeling like an outsider. Great onboarding technology reduces the unknown and make a new employee feel like a seasoned team member on arrival.

Portal to enterprise social networks

In addition to providing information, your onboarding system can be a portal to new colleagues and future friends by introducing them to your enterprise social network.

5. Scalability and customisation.

When choosing an onboarding system it is important to plan for the future. Scalability refers to the system's capacity to support growth and expansion - both in terms of it's integration with new systems and processes and it's ability to accommodate an increasing number of users.

When looking at your options, you may not be able to find a system that satisfies all of your requirements. Most software can be customised to suit your needs. How this is achieved however, depends on whether the software is easily configurable.

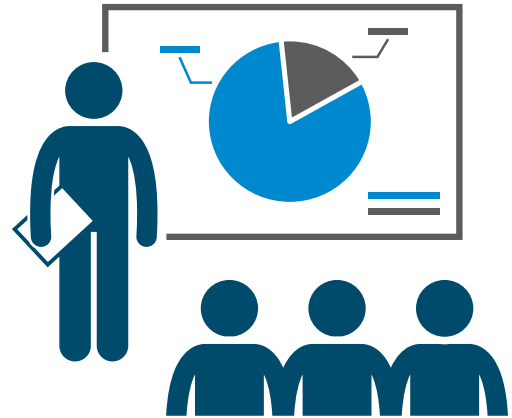
For users and administrators, highly configurable software provides more opportunities to customise the way onboarding data is stored, displayed, imported and exported. For non-configurable software, customisation has to be done by the software vendor which means you may be up for further consulting fees and be limited in the number and type of changes you can make. Modifications made by the vendor also take time to develop and will impact how quickly you can adapt and refine your process along the way.

User feedback

To ensure the changes you make are the right ones, select a system that enables you to collect feedback and suggestions for improvement. You will be amazed at what you will learn about the system from the people who use it. But most importantly, go with a system that gives you the ability to create rich experiences that represent your brand and culture in a positive way.

6. Data insights.

Your new onboarding system should generate reports on all onboarding activities, including tasks and training completed, and performance milestones met. This will ensure that you can address problems early, review the effectiveness of your program, and make data driven improvements.



7. IT infrastructure requirements.

You should probably speak to your IT guys about the following questions before you do anything else!

Should you opt for on-premises software or go for a cloud based application?

On-premise software is installed and operated from your in-house computing infrastructure. It typically requires a software license for each server and/or end user. As the customer, you become responsible for the security, availability and overall management of the software.

Cloud based software or SaaS (Software as a Service) is an off-premise software that runs on computers installed remotely and is updated and modified through the cloud.

Will the technology connect or integrate with the wider technology eco-system?

You need to know upfront whether the system will seamlessly integrate with other platforms eg: recruiting, payroll, HRIS, e-Learning.

8. Cost.

Before you invest your time and money into a particular software solution, make sure you understand the cost of implementation. If choosing an on-premise software, in addition to the upfront costs you will need to factor in licensing fees, updates, maintenance, integration costs, future consulting fees for changes, and on-site support. A cloud based (Saas) model is typically subscription based. Ongoing upgrades and modifications to the software are included as part of the service cost.



9. Support.

Inevitably, you will encounter some kind of problem with your software that you will need help troubleshooting. Ask each vendor about the kind of support options available to you. However, support shouldn't just be about fixing problems. Before you invest in a software solution, you need to feel confident that you are using an innovative company that will refine and improve the product over time and cater for your business's needs into the future.

10. Customer References.

You wouldn't hire an employee without reference checking them first would you? So you shouldn't put your trust in a vendor until you have done your due diligence either. You want a stable and reputable supplier that provides exceptional service. If they are as good as they keep telling you they are, ask them to give you the details of customers that are prepared to recommend their product.



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with Cognition onboarding.**

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