

Improving employees onboarding process by integrating ServiceNow with Workday

Industry: Retail

Tools: ServiceNow, Workday



Background

The client is a leading pet products and services retailer, existing on the market for more than 50 years and providing its customers' products, services, advice, and experiences for their pets via their e-commerce website. They have a vast network of pet products and services partners, and as such, they have an enormous number of clients.

Challenge

In order to ensure exceptional customer service, the Client has more than 25 000 employees and this number continues growing on a daily basis. The growth that they were experiencing meant that they should have a smooth, efficient, accurate and detailed onboarding process. The Client had already implemented Workday, as a system where they put all information about employees, and they also had ServiceNow, which they used for employees onboarding. What they were lacking was a connection between both systems. Thus, whenever a new employee started working at the company, the responsible people for the onboarding process had to manually input the same information that was already present in Workday. This process of manually re-entering the same data in two systems was not only time-consuming, but it was also prone to errors. What the Client needed was integration of both processes and automating the entire process.

— SOLUTION

The solution included automation of the onboarding process by integrating the ServiceNow platform with the Workday platform. This integration allows research of the new employees by their ID, and once the ID is entered, their details will be automatically displayed without having to enter them again manually in ServiceNow. ServiceNow calls an API to retrieve this data from Workday and pre-populates most of the fields in the form. The hiring manager selects the Employee Name manually, choosing from a valid list of users in the user table, and the related data fields are populated automatically.

Business Outcomes

Having in consideration that the needed details about the new employee are already stored in another system, getting them from there for further usage is much simpler, faster and practical than entering them again. Since the number of new employees is significant and increasing, the pre-population of administrative forms considerably automates the administrative part of the onboarding process, leaving hiring managers with more time for training and adequate onboarding of new employees. Key results include:

- Increased operational efficiency and speed of the process
- Transformation of individual tasks into a fully automated and customized process
- Reduced effort for administrative tasks
- Eliminated chances for making mistakes
- Possibility to add more detailed fields in the administrative forms (since fields are to be filled automatically, this will not cause resentment as it is the case with manually filled large administrative forms)
- Maximized usage of certain application (ServiceNow), which leads to increase in ROI