

Texas County Reduces Onboarding Time Over 70% with SimpliGov

Automated Onboarding Process Helps New Employees Start on the Right Foot

The public health department of one of the largest counties in Texas and the US employs hundreds of workers responsible for delivering a wide variety of health-related services for residents.

CHALLENGE

When the county hires a new employee, a series of onboarding tasks are required prior to their first day in the office. Hiring managers, staff members from various divisions, and the chief human resources officer would coordinate with each other to plan and complete multiple tasks prior to the employee's start date. The coordination of these tasks was done using legacy software and extensive email correspondence.

The process required an inordinate amount of time to order supplies, set up phones, grant software access to appropriate applications, configure laptops, and complete other related tasks. If one task had a dependency that wasn't completed, the rest of the action items fell behind schedule.

New HR leadership saw an opportunity to improve this process and reduce the time it took to complete. If the organization could automate and centralize communications and rely less on email, then workspaces, personal devices, office equipment, and security clearances could be put in place even faster.

SOLUTION

The public health agency implemented [SimpliGov's digital forms](#) and [workflow automation](#) solution to create a more efficient and user-friendly onboarding process.

SimpliGov was integrated with the public affairs department's SharePoint™ system to pull relevant data into new hire records. Supervisors and hiring managers supplement the form data with additional fields relevant to the employees' locations, equipment, business cards, and other startup necessities.

Once the form is submitted, a message is automatically sent to appropriate personnel in the agency's operations unit and a special group within the IT department. From there, the operations team creates the workstations, prepares the office phone lines, and orders the supplies and materials.

In collaboration, the IT department creates a user account and assigns security privileges and provisions access to essential work applications required for each specific position.

RESULTS

The SimpliGov platform improved the agency's automated onboarding process from the first day. Now, auto-generated email notifications replace manual emails and contain access to all essential information to complete each task.

The department's operations and IT departments complete onboarding requests in two business days or less—down from seven or more under the legacy system—**a time reduction of at least 70%.**

The public health agency has not only seen a significant reduction in time-to-completion and error rates, but the time regained through automation allows the teams to redirect their focus to higher-value tasks.

Staff in both divisions charged with onboarding responsibilities praise SimpliGov's ease of use and appreciate that it has given them more time in their workday to tackle more pressing issues. In addition, new staff members have all the resources required to do the jobs on the day they start their new positions.

The agency is expanding its use of the SimpliGov platform to automate additional workflow processes for further efficiencies in IT trouble ticketing, operations issue management, logistics, vehicle reservations, and procurement.

“With SimpliGov, it is even easier for us to guarantee that anyone joining the agency has everything they need to kickstart their career with us from day one.”

Chief HR Officer