


User Onboarding/ Offboarding

 **THE PROBLEM:** Managing user onboarding and offboarding manually is time-consuming, creates frustration, and introduces unnecessary risk.

For large organizations, onboarding and offboarding employees is a never-ending process which requires IT support and coordination across multiple departments. Add in the explosion of remote workforces, the growth in device complexity, and the adoption of ever more SaaS services and user onboarding / offboarding is more complex, time consuming, and error-prone than ever.

Unfortunately, onboarding and offboarding users is typically managed manually via email and service tickets. IT spends endless hours gathering requirements for new employees, chasing down approvals, figuring out proper access controls, provisioning software, and coordinating distribution of hardware. At the same time, IT is managing the offboarding process which requires logistical coordination to ensure the return of assets and revoking of access to sensitive data and systems.

Managed manually, onboarding and offboarding inflate IT labor costs, cause delays in enabling new employees, and increases the risk of losing equipment or sensitive information when employees leave.

 **THE SOLUTION: READYWORKS**

ReadyWorks automates user onboarding/offboarding including identifying resource requirements, collecting approvals, creating accounts and emails, granting & revoking access, provisioning /reclaiming physical assets, maintaining audit trails, and reporting on the process.

BUSINESS IMPACT:

- **Reduced security risks:** Rescind access permissions in a timely manner to keep company data secure and avoid costly breaches.
- **Reduced costs:** Recoup assets from leavers and reuse them for new hires to improve asset usage and cost of ownership.
- **Improved onboarding experience:** Ensure each user goes through the same onboarding process, minimizing the risk of errors or inconsistencies while delivering a consistent, modern approach to onboarding new users.
- **Improved compliance:** Automate workflows and maintain up-to-date audit trails in order to ensure compliance with company policies, industry regulations, and legal requirements.
- **Increased business agility:** Automate coordination of cross-business activities for onboarding and offboarding employees.



WITH READYWORKS:

- Collect new user requirements through configurable portals and forms. Use automated workflows to obtain provisioning approvals. Use self self-service portals to allow users to manage their own information.
- Allow IT and HR staff to create and manage workflows for user account creation, approval, removal, and resource provisioning.
- Trigger activities and update records by integrating with existing systems including ticketing platforms, HR systems, identity management, asset management, access controls, and CMDBs.
- Automate the logistics around hardware provisioning including manager approvals, end-user communications, delivery scheduling, asset shipping and tracking, and updating systems of record.
- Log all activities taken with respect to user onboarding / offboarding. Confidently respond to security and compliance audits with highly accurate, real-time data.
- Generate reports to provide insights on the process including metrics such as the number of accounts created, number of accounts removed, and time taken to complete these processes.

WHAT'S INCLUDED:

- Bi-directional connectors to systems involved in the onboarding/offboarding process including HR, identity management, asset management, Email, application provisioning, courier systems, and IT service management systems (ITSM). (10 connectors included in standard subscription)
- Fully configurable workflow templates to provide a modern, sleek employee onboarding experience.
- Configurable data portals to collect user resource requirements and allow self-service maintenance of user information.
- A suite of employee experience reports and dashboards include onboarding status, access control lists, resource provisioning, and approvals/denials.
- A suite of communication templates including employee outreach, experience surveys, and approval requests.
- Guided implementation followed by ongoing support, and training.



Learn how ReadyWorks can automate user onboarding and offboarding at your organization.

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