



### Overview

Conekt Holdings is an IT company that provides services and solutions for both hardware and software as needed by their clients. The company has 60 employees and has been in business for 22 years.

### The challenge

The HR team noticed the need to implement better processes when onboarding new employees. The team was using emails to assign and chase up tasks where possible. This process was time-consuming and made it difficult to ensure all tasks were completed before the new employee started.

The team would track for days all the onboarding actions, potentially a week or so to make sure people know they have actions to do. And not all actions were completed before the person arrived (i.e. no login accounts, no access to the building, etc.)

### The approach

The HR team has been utilising the onboarding solution for three months. The solution was introduced to run the employee onboarding actions and it is now a key part of their process so much so, that all new employees are now managed through this application.

Once the process has started, all details and content is captured for every step and stored for future reporting or reference.

### The results

The application provides the HR department a view of all progress on tasks 'at a glance', giving users instant feedback.

*"It's faster, it allows us to onboard people quickly when we hire. Releases more time from our HR staff to focus on other important activities" says Melanie Kanyepi.*



By introducing the application, the team was able to reduce the level of management of assigning, tracking, completing tasks.

Using the application has allowed the HR team to link the actions raised in the app to their ticketing system, providing another metric for tracking time to complete these actions as well as making sure they are completed.

### **Added benefits**

The onboarding tasks for all new employees are tracked using the solution, even if the onboarding process is not completed (retains data).

The team can also review all tasks that were completed for a particular employee to make sure the correct process was followed. If there are actions that were not completed or not to a particular standard, they can always see who it was assigned to and find out what happened.

### **Conclusion**

This app has made it easier for the HR department to track activities that have been done by the different departments involved in onboarding.

*“It’s a replica of yourself! It does half the things that you would have done but it does it in a shorter space of time. The app allows you to assign tasks automatically, instead of a person by person, and enables you to track the progress”, says Kanyeji.*