

Nomination: 9009

New Hire Onboarding Made Easy

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| <b>Page: General Information</b>  |
| Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee’s employer.  |
| <b>Name of Organization/Company</b><br>IBM  |
| <div></div> <div></div>   |
| <b>Additional Contacts</b><br>I do not wish to list additional contacts   |
| <b>Page: Entry Information</b>  |
| <b>Entry Title</b><br>New Hire Onboarding Made Easy   |
| <b>Category</b><br>F01 - F80 Solutions, Implementations, and Training Programs or Media > F01 - F50 Solutions & Implementations > F34 - Onboarding Solution - Implementation  |
| <b>Solutions &amp; Implementations Submission Format</b><br>Written Answers   |
| <p><b>a. If you are nominating a brand-new product, state the date on which it was released. If you are nominating a new version of an existing product, state the date on which the update was released. If you are nominating an implementation, state the date on which the implementation was completed. Required</b></p> <p>The New Hire IT Provisioning (ITP) application global implementation completed on 1st January, 2025.</p> |

**b. Describe the features, functions, and benefits of the nominated product, service, or implementation (up to 350 words). Required**

The New Hire IT Provisioning (ITP) application stands as a cornerstone of IBM's global onboarding strategy, seamlessly serving 99% of global hires. Deployed across 69 countries, ITP is an integrated solution that consolidates and automates the provisioning of essential employee tools and services, delivering a comprehensive and efficient onboarding experience in a single platform.

Core processes are consolidated and automated, including:

- HR and hiring managers pre-define new hire entitlements
- A tailored experience for hires to select their personal preferences before joining the company
- Full integration with downstream systems and processes, including market leading HR platform i.e. SAP SuccessFactors
- Bulk processing at peak hiring times
- Automated communication and notification

ITP covers a broad variety of onboarding provision types, including:

1. Corporate directory employee profile
2. Preferred display name selection and dissemination
3. Company email account
4. Physical badge for onsite access
5. Devices
6. Corporate charge card
7. Induction session registration
8. Induction travel requirements (for non-local hires)

ITP was designed around two cornerstones:

1. Productivity
  - Centralize and simplify the provisioning process for HR onboarding staff
  - Ensure new employees are empowered to work productively from day one of employment,
2. Personalized Experience
  - Allow HR and management to customize offerings per individual hire
  - Provide new hires with freedom of choice when selecting their personal preferences

The coordination of these services in a single user experience delivers significant benefits to all stakeholders – including IBM's HR, security badging and devices teams, management functions, and most importantly to new hires themselves, namely:

- Bespoke onboarding experience: Offers a personalized touch where new hires can set device, email, badge photo, delivery location, display name preferences – all in one place.
- Improved efficiency and productivity: A single tool eliminates context switching, vastly increasing team productivity and streamlining onboarding tasks.
- One platform for all stakeholders: Real-time visibility of employee readiness removes the need for manual follow-ups or status checks across teams.
- Built-in localized compliance: Country-specific requirements are integrated. ITP presents a mandatory custom privacy notice to the new hire, approved by Country Legal, that safeguards personal and sensitive personal information in adherence to IBM's IT Security Standards (ITSS).

**c. For the nomination of a product or service, outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. For the nomination of an implementation, outline the need or problem that was identified, why the solution was chosen, how the solution was implemented, and the results of your implementation to date (up to 350 words). Required**

Prior to the implementation of the New Hire IT Provisioning (ITP) and centralizing of onboarding provisioning tasks, HR personnel managed requests across multiple platforms, often tracking using spreadsheets and submitting separate requests via email. This manual provisioning process cost the HR team approximately 30 minutes, at a minimum, to manage per hire. ITP has reduced that effort to 5 minutes. Extrapolated across the volume of hires currently handled by ITP, on average 3000 per month, that is an annual saving of 15000 person hours / ~7 full time staff. These savings facilitated the streamlining of resources down to a cohesive three-person team covering the entire globe.

Onboarding process efficiencies facilitated by the application ensure new starters are productive from their first day of employment. Reporting available via the tool indicates that 88% of provisions are now ready for new hires on their first day. This marks a significant improvement compared to the previous process, where full provisioning often took several days.

From a new hire perspective, enabling the selection of personal preferences boosted engagement and excitement ahead of joining the company. This was reflected in the positive feedback received with a continuous Net Promoter Score (NPS) score of over 9.

The application is extremely popular with all stakeholders: strategic leadership, functional management, HR operational staff, and new employees alike!

#### Customer Feedback:

"ITP simplifies the onboarding process and enables the creation of bulk requests efficiently within a short time frame. It is designed with a user-friendly interface and a streamlined workflow, making it easy to navigate. Additionally, the system facilitates detailed data analysis and report extraction, enhancing overall efficiency and visibility." – HR Global Provisioning Team Lead

"As an Onboarding professional, I am a big fan of ITP! I can check the provisioning status of any New Hire instantly. With the new "History" functionality, I can track back who actioned what, and if there was a delay on anyone's part. If an action is pending, I know whom to chase. Deadlines and cutoff dates are visible. It is straightforward and easy to use." – HR Onboarding Experience Team Lead

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

[REDACTED]

[REDACTED FOR PUBLICATION]

[REDACTED]

**Would you like to add an additional webpage link?**

No

**Supporting Document**

No File Uploaded

**Would you like to add an additional supporting document?**

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