



Case study Onboarding: the manual way

Turning successful candidates into effective employees can be a long and laborious process.

To demonstrate how delays can creep in, here is a typical manual onboarding process and a fictional 'onboarder', new candidate.

The onboarding diary

Friday 26 May

An official offer letter and documents are ready to be sent to the candidate who has been verbally offered and has accepted the new role.

This took 50 minutes to complete, check and print.

It's late in the afternoon by the time these are ready to be issued. The last post has been missed, so documents can either be sent next day or the next working day - Tuesday 30 May, due to the bank holiday.



Time taken so far: 4 working days

15 working days later...

The postal delay...



Tuesday 20 June

HR Manager receives a card from Royal Mail, requesting £1.50 for additional postage costs. Royal Mail had used a postcode look up and addressed the card to a company no longer at the company address. Fortunately the person receiving the incoming posts spots this and doesn't return it to the sender.

Saturday 27 May

The offer letter and supporting documents enter the postal system.

3/4 days later 30 May / 1 June

The candidate receives an envelope that's rather beaten up from its time in the postal system.

It's not a great first impression of the company.

It's returned on/around Friday 2 June, only using a standard stamp and not the correct postage for the size and weight of the package.

Wednesday 21 June

Additional postage fee paid to Royal Mail.

Thursday 22 June

Signed documents arrive back to HR Manager



Total time spent: 19 working days (almost one whole calendar month)

The digital solution: webonboarding

Using digital technology as part of your onboarding process allows many tasks to be automated, reducing the risk of errors and ensuring that your communications are consistent and timely.

Cloud-based software, such as webonboarding, can help HR decision makers work more efficiently. Removing the manual process and the paper trail, it helps ensure that businesses get the right talent onboard with fewer delays.

Webonboarding: for smarter employee onboarding.
Find out more at www.webonboarding.com.