



# Deloitte Control Intelligence (DCI) and onboarding. We give you the tool to ensure a streamlined and effective process for onboarding new employees.

In a world where employers are competing to attract and retain the finest talent, onboarding is an important discipline. Onboarding is not just a single event taking place on your new employee's first day at work – it is also a process designed to ensure that new employees are welcomed and easily integrated in your organisation as well as their new roles in an efficient manner. Let us help you achieve that.

## **What is a good first impression, and why does it matter?**

For every organisation, the journey towards success and growth begins with the ability to attract and retain talent. In this context, effective onboarding is not just a strategic target but also a critical business process intended to ensure that new employees are welcomed and integrated in the corporate culture and their new roles.

A professional onboarding process is an important first step towards success. Employers are to develop an effective and streamlined onboarding process ensuring that new employees are easily integrated by focusing on corporate culture, social integration and technical training. Also, an effective onboarding process helps to demonstrate to the employees how important they are to the organisation.

*"Research shows that 22% of new hires quit within the first 45 days, and 31% within the first six months"*

## **A process supporting the transition from insecurity to high performance**

Taking on a new job involves the transition from being an outsider to becoming an integral part of the organisation. This transition requires adaptation to the new role and corporate culture and is always associated with a sense of insecurity.

### **Research in this field has revealed that**

- Approx 25% of new employees believe they were not onboarded sufficiently;
- Approx 25% experienced IT problems during the start-up phase;
- Nearly 20% had not been fully onboarded after three months of employment.

In order to minimise the sense of insecurity, it is important that new employees have a good onboarding experience. An effective onboarding process is to address these focus areas and hence the sense of insecurity associated with taking up a new position. This can help to strengthen the integration of new employees, which in turn creates job satisfaction and improves the employee's performance.

The onboarding process should begin at the very moment when the candidate has accepted the job offer, and should span over the first three months of employment. The process should also involve several follow-up activities up until the stage when the employee has adapted themselves to the job. Accordingly, onboarding is not only about welcoming new employees.

*"According to a survey, onboarding is one of the most decoupled processes. 86% of job-seeking employees state that the onboarding process was crucial to their wish to find a new job. In addition, 67% of all employees believe that a decoupled process prevents them from performing at their best." (Source: Nintex)*

## **How can DCI help you streamline your onboarding process?**

There are many things to remember, and many people are involved in the onboarding of a new employee. This puts additional pressure on the organisation in terms of its ability to coordinate and structure the onboarding process. Who is doing what? When should it be done? Has it been done? Did we remember it all?

In order to optimise the onboarding process, the various parties need to cooperate efficiently to ensure the new employee as well as the other parties involved have a good onboarding experience. Therefore, we recommend using a tool, such as DCI, to avoid long email threads and various Excel checklists.

With Deloitte Control Intelligence (DCI), you will have a tool to succeed in developing an effective onboarding (and offboarding) process that fits your organisation.

By using DCI, you will be able to monitor the onboarding process, with tasks and activities being assigned to those responsible in, for example, the HR or IT department as well as the responsible leader along with individual deadlines. This combined with the automated notification emails ensures an effective and transparent process.

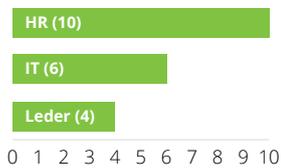
Based on your organisation and your requirements, you will define which activities to include in your onboarding process. You will be presented with Deloitte's inspirational catalogue of onboarding activities to get inspiration from. It is important to make onboarding an ongoing process and consider it as an investment in the employee, as the onboarding process has a direct impact on

the ability to retain employees. This involves careful planning and regular follow-up on developments etc., which combined may enable your organisation to buck the trend and increasingly retain new employees.

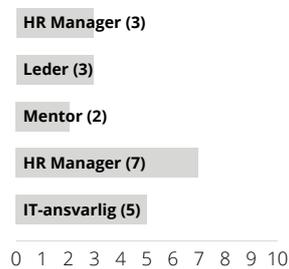
Onboarding is a time-consuming process for an organisation, but the DCI tool helps to simplify the onboarding process and improve the employee's experience of it –both in the beginning, during the first three months of employment and going forward, until the employee has become used to their new job. The employee will be able to add value to the organisation at an earlier stage, and the responsible leader will have a solid basis for retaining the employee.

The onboarding module is only one out of several DCI modules. You can also add value by combining various modules, such as the policy management module, with the onboarding module.

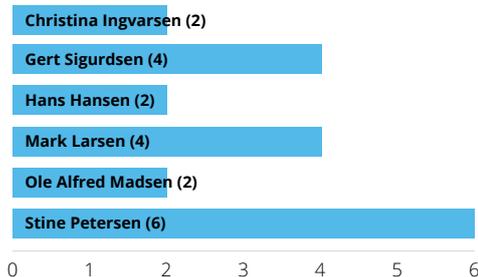
#### Business Units



#### Assigned To



#### Employee Status



#### Task Status



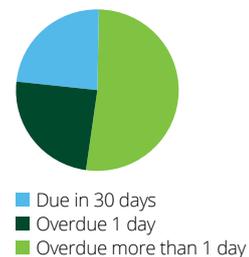
#### Activity Status



#### Review Required



#### Due Day



The DCI tool provides an overview and outline of activity progress while ensuring fruitful cooperation between the responsible parties in the onboarding process. Further it is ensured that the right activity is carried out at the right stage of the process and by the right person.

#### Contact

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