



ARE YOU READY FOR DIGITAL ONBOARDING IN A REMOTE WORLD?

With insights from



INTRODUCTION

About Lyse

Lyse is a Norwegian Group operating within the fields of energy, telecommunications and electricity grid. The groups consist of 10 subsidiaries which are wholly owned companies with over 1200 employees.

Their Situation

Lyse Group has a goal of becoming one of the top ten best places to work in Norway. They have invested in recruiting the best people and the latest recruiting technology, but the employee journey during the onboarding phase was now up for modernization. Lyse did not want to invest in new apps or software that require logins or change management to improve their onboarding processes.

only 12%
**new hires state that
their company does a
good job of onboarding**

Source: Gallup

Lyse uses Workplace from Facebook as their internal communication platform and was looking for a way to implement a digital onboarding process embedded in existing platforms of communication that would “Lyseficate” their new employees.

TIME TO PRODUCTIVITY



Problem

It often takes time for new employees to get to productivity and this costs the company time and money.

"It was incredibly easy to get started with Preppio. It only took 48 hours since we started the onboarding project until it was live!"

Leif Fløysvik

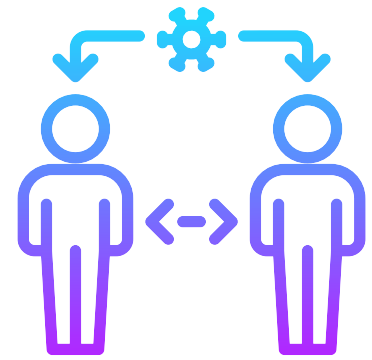
Head of Communication



Solution

Their goal is to implement an onboarding process that would get new hires up to speed quicker. Areas identified were courses and tasks new hires needed to do in order to start. Often busy managers did not get the new hires to do these tasks early on and new hires went idle, or HR needed to follow up when things took too long

CULTURE AND CONNECTION



Problem

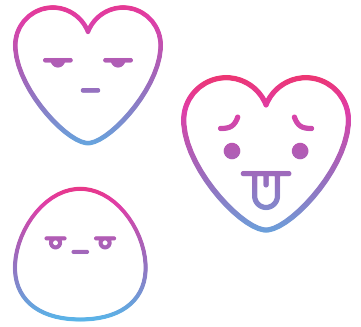
Different parts of the organization do not have a proper introduction to the whole company. They are only well exposed to the areas they work in, making it difficult to create a unified culture across the entire company.

It has also created silos across the organization and as a result a lack of company wide connections. A day of introductions for new hires is simply not enough to form strong connections.

Solution

In addition to orientation days they already do, they wanted the information in the early days to be sent to employees over time, micro-learning style. Key information needs repetition and if they could improve the onboarding experience by exiting new hires in the communication they would create more impact that would last throughout the employee journey. They wanted that every new employee felt seen and cared for by the whole company, even if they are part of a group of 20 new employees joining at the same time.

INCONSISTENCY IN ONBOARDING



Problem

Fragmented and inconsistency in the onboarding, as the Onboarding is left to hiring managers, with no standardized process across business units. The onboarding process is very person dependent, when someone changes jobs, the onboarding process also changes.

"We have gone from a onboarding process that was left to chance to a structured onboarding process where we ensure that each employee receives the same information."

Marte Mellemstrand

HR Coordinator



Solution

They wanted all employees to get at least the basic information that was the same across all business units and help managers give all new hires an onboarding experience that was standardized within the different business units. They wanted socialization to happen by design, and not chance in order to prevent new hires from feeling lonely.

CONFIDENCE, CLARIFICATION AND TURNOVER



Problem

Turnover in the early days often happens in the first 30 days and the cost of hiring and training a new employee is an area where they deliver clear ROI by investing in the new hires onboarding experience.

Solution

Investing in onboarding was to give new hires a plan first months, confidence that they are able to succeed and how their career path could develop if succeeding. Clarify what is expected of the new hire and what they should expect of the company in order to not create situations where new hires and managers have a conflict on what is delivered.

SAVING TIME

"Preppio helps save time with automation and remembers the important things for our managers."

Leif Fløysvik

Head of Communication



Problem

HR uses a lot of time sending the same emails and communication to new employees and managers and IT during onboarding. These are time consuming tasks and are person dependent. There was limited pre-boarding information, leaving the new hires not feeling as part of the company. There is no system where they could easily monitor the onboarding journey and ensure quality for every single hire.

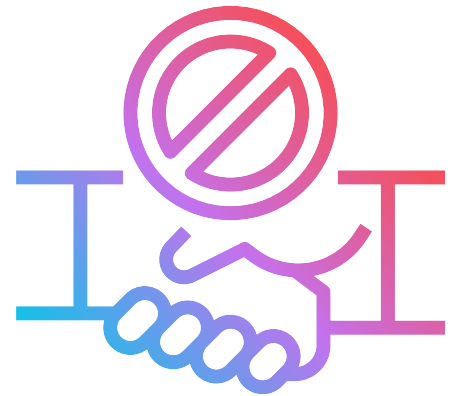
Solution

Automation of information in the pre-boarding phase is key, employees are more willing to learn and it will save time when they come to work the first day, but more importantly they will quicker feel like part of the company and be excited to start. Automation of message to managers, IT and new hires would save time for HR.

THEN COVID HAPPENED



Work from home, social distancing, people starting without being able to meet their managers and close colleagues created an unprecedented situation when it came to ensuring that the new hires quickly became productive, got the information they needed and felt as part of the company.



In many ways, the pandemic amplified all the problems with onboarding we experienced. In order to prevent employees that stay unproductive, experience a bad start and develop bad habits throughout the employee life cycle the onboarding process needed to be digitally and easy for everyone to do.

"Preppio has been crucial for us to support, inform and engage new hires and their managers during social distancing and work from home."



Marte Mellemstrand

HR Coordinator

HOW LYSE SUCCEEDED

Lyse did a full day Workshop with the onboarding experts in Preppio in February (just before lock down) where we discussed the problems, the scientific proven methods to that help and designed an onboarding experience for new hires. The result was that the digital employee: Martine was born. **Martine can send SMS to new employees and is a chatbot in Workplace from Facebook.**

add to your
HR team
(without new hires)



Martine

MEET MARTINE

A new HR team member supporting Lyse 24/7

The idea of Martine was to work as the friendly HR person that works 24/7 to ensure that all new hires get the same information and an **awesome experience** when joining the company.



Martine would also be responsible for nudging and coaching the managers into becoming onboarding superheroes with timely messages, tasks and information that would save them time and help them.

THE RESULTS

1

Employees know Martine is just a chatbot, but in surveys done they all give the best score when rating the onboarding experience.

Employees refer to Martine as a person that has helped them with onboarding.

2

Martine has saved the human employees in HR a lot of time and energy sending information, and reminding people to do tasks and kept them from staying idle.

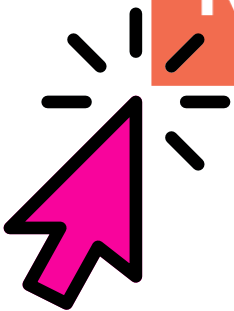
3

Spending 20 hours building Martine, has been paid back many times over just the first months. Additionally Martine's messages have 100% read rates consistently.

**WHAT DO YOU
WANT FROM
YOUR DIGITAL
ONBOARDING
IN 2020?**

GET READY FOR DIGITAL ONBOARDING WITH PREPPPIO

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