

HR Cloud Delivers a Better Field-Based Onboarding Experience, Increased Compliance, and More.

Osmose Utilities Services, Inc.



Osmose Utilities Services, Inc. inspects utility structures in order to extend their life, evaluate and upgrade their capacity, and rehabilitate them. Osmose also uses detailed data analytics to help its customers optimize their approach to utility structure maintenance. The company partners with its customers to support their efforts to provide safe, reliable, and cost-effective service to their customers.

Osmose provides exceptional services and customer support, yet until recently, its onboarding process needed improvement to match this same level of excellence. For example, because the company relies on a high number of field-based



Company:

Osmose Utilities Services, Inc.



Industry:

Utility Infrastructure Services



Number of employees:

3,800



Challenge:

A manual approach to onboarding field-based employees that raised concerns around ongoing compliance efforts.



Solution:

HR Cloud's Onboard solution automated the entire field onboarding approach to save time, increase data accuracy, and help ensure compliance with industry regulations and requirements.



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Kaylee Collins
HR Analyst

employees, Osmose’s HR staff had to onboard them outside of a central office—or any office at all.

“Hiring managers would meet with new hires in the field, and collect important information using a tablet,” says Kaylee Collins, Osmose’s HR Analyst. “They would then submit all of this data to corporate HR to be reviewed, audited, and manually keyed into our HRIS.”

The process worked well initially, but as the hiring volume increased, Osmose began to wonder if it could improve certain aspects of it. For example, a typical onboarding experience took too long—up to two hours for each new hire—and sometimes resulted in data entry errors that took even more time to fix. Additionally, this process raised concerns around compliance; specifically, if Osmose could continue to consistently meet deadlines and security requirements in order to comply with I-9, E-Verify, and industry-specific requirements.

“Overall, while our previous approach got the job done, we got to the point where we needed an onboarding solution to improve performance,

reliability, data security, and compliance,” explains Collins. “This is what led us to HR Cloud.”

Getting off on the right foot

Collins reports that Osmose initially evaluated six different vendors, but quickly narrowed their search to just two. “HR Cloud’s Onboard solution really stood out,” she says. “For example, we liked its photo upload feature as well as its extensive workflow customization options.”

Osmose’s decision to go with HR Cloud was immediately reinforced by its overall implementation experience. “HR Cloud’s implementation team was truly exceptional,” says Collins. “They built a comprehensive team of analysts, designers, developers, and more, and they all worked closely with us, our vendors, and other third-parties to design and implement a seamless user interface we loved.”


Employees noticed, too. “We always collect feedback from the field, and in this case, more than 80% of it was extremely positive about

their experience with Onboard,” explains Collins. “This is actually a very high percentage when you consider that many of our employees tend to resist new technology and change in general. Onboard gave them all an intuitive, easy-to-use solution for completing the onboarding process.”

Real results

Even better, Onboard quickly began to deliver results where it mattered most: to the business itself. “In the first three months of using Onboard, we minimized the amount of late paperwork and significantly improved our compliance efforts,” says Collins. “In the first six months, we were able to completely integrate Onboard with our HRIS to automate all of our workflows and give us a ‘cradle-to-the-grave’ HR onboarding solution.”

At this point, HR Cloud has enabled Osmose to achieve success with an internal “field-first” initiative by facilitating an efficient, effective onboarding process for a field-based organization with an extremely high hiring volume. For example, Onboard’s kiosk feature gave Osmose a much better way to hire employees in the field and on the spot from one shared device. “Our hiring managers now have a reliable system that is easy to navigate,” says Collins. “Our HR team can actively monitor the process, and assist if needed, but Onboard has helped them save so much valuable time and effort while increasing data accuracy. All of this has helped us improve compliance and gives us a powerful tool to achieve even more results in the future.”



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