Case Study - Onboarding

Client
RehabCare delivers valuable, innovative rehabilitation programs that meet the needs of the community.

Challenge
RehabCare wanted to improve efficiency in regards to the processing of their new hire packet. There were concerns related to compliance, consistency, and control.

Solution
RehabCare partnered with Equifax and implemented an Onboarding solution which automated their new hire packet, streamlined and centralized process where the new hire could review and complete required information online at their convenience.

Results
As a result, RehabCare successfully reduced their bulky twenty-plus page new hire packet to a simple welcome letter and orientation sheet with the rest of the packet fully automated and online. With documentation now completed online, the system was centralized and streamlined, paper and shipping costs were reduced, error-prone manual entry was eliminated, and processing time was saved.
documentation that needed to be supported. Equifax then transformed RehabCare’s new hire packet into a web-based program, with content configured to each location and job code.

Within months, RehabCare went live with the Equifax paperless solution. Each new hire would now be assigned a specific User ID and password that allowed them to access their new hire packet online at their convenience. Since the web-based employment center featured RehabCare’s brand and content, the Equifax role was essentially transparent to the new hire.

As the new hires completed their online packet, key pieces of personal information would be auto-filled into the appropriate forms, eliminating redundant data entry and error-prone manual processes. HR representatives at RehabCare were also able to monitor, in real-time, the new hire’s progress with completing tasks and documentation.

Results

As a result of the implementation, RehabCare went from a bulky paper packet of over twenty documents being mailed round-trip to each new hire, to a single welcome letter and orientation sheet. Every other document was now automated, including state-specific documentation, and the process could be accessed by both parties online, at their convenience. The time it took to complete the new hire documentation, which would often take weeks, could now be done in a matter of minutes. Data submitted by the new employees was easily processed and automatically shared with other HRIS systems as needed.

All new hire packets completed could now be retained electronically instead of being kept on-site, eliminating the need for future storage space. Paper, printing, and postage costs were drastically reduced by switching to the Equifax Onboarding solution. In addition, the new hire documentation process was completed across all locations in a more consistent and controlled manner. RehabCare’s compliance concerns were greatly diminished and field managers acknowledged the ease-of-use and increased efficiency of the process. In extending their relationship with Equifax, RehabCare minimized risk associated with hiring compliance and saved money. The result was a practical solution to an expressed business need and a better new hire experience for everyone involved.