



CASE STUDY

Automating Resource Onboarding with the ServiceNow Application

Senior Developer

Manual onboarding caused delays and data inconsistencies. Excel sheets hindered tracking and task assignments, communication gaps affected productivity and compliance, project aimed to automate onboarding with ServiceNow, centralising candidate details and automating tasks, reducing errors and improving user satisfaction.

CHALLENGES

- Reliance on Excel sheets increased error risks.
- Lack of centralised tracking hindered onboarding.
- Manual communication led to frequent delays.
- No visibility into onboarding bottlenecks.
- High dependency on individuals managing data.

STRATEGIC RESPONSE

- Mapped processes to identify key pain points.
- Designed modular onboarding application.
- Automated workflows for tasks and approvals.
- Enhanced UI for intuitive user experience.
- Configured logic for notifications and tasks.
- Tested solution and refined based on feedback.
- Deployed app and shared user guides for adoption.

REQUEST FURTHER INFO

 casestudy@orchestrato.com

RESULT



300 man-hours saved monthly via automation



£9k monthly savings

CONCLUSION

- Scoped app saved hundreds of hours monthly.
- Reduced costs by thousands of pounds monthly.
- Improved onboarding of contract resources.
- Eliminated delays and duplicate entries.
- Automated task assignments and notifications.
- Enhanced accuracy and speed of processes.
- Scalable and sustainable business solution.

Case Study Reference - [3532](#)



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