

Technology company uses K2 to get new employees up and running fast



Caprivi Solutions

WEBROOT | TECHNOLOGY

> CUSTOMER SOLUTION CASE STUDY: HR ONBOARDING

Webroot Software, Inc., a Boulder, Colorado-based Internet security company, needed to increase efficiency and visibility in its new-employee onboarding process.

After an evaluation of other systems, Webroot selected the K2-based Employee Onboarding Solution developed by Caprivi Solutions, a North American K2 Partner.

Caprivi delivered the automated human resources system, based on Microsoft SharePoint, and streamlined every associated task and interaction, start to finish.

“We needed a better tool, something we could use repeatedly and something we could manage in-house. We weren’t in the market for a proprietary solution that would lock us in,” said John Reading, Webroot’s manager of IT business systems.

“We can use K2 not just for one solution, but to build new solutions as needs arise. Potentially, we could reuse the K2 software and Caprivi’s best practices in all areas of the business for all kinds of needs.”

LOCATION

Boulder, Colorado, USA

INDUSTRY

Technology

SIZE

300+ employees

COMPANY PROFILE

Webroot provides industry-leading Internet security solutions for consumers, enterprises and small and medium businesses worldwide.

Webroot products consistently receive top review ratings by respected third parties and have been adopted by millions globally. The company was founded in 1997.

www.webroot.com

Problem

Onboarding a new employee is a complex process involving many people across many departments, and the goal is often to have a new employee completely ready to go before their first day on the job.

Webroot’s manual system of e-mails with checklists to fill out for each new hire was not well-defined and lacked process visibility. Bringing on multiple new employees at the same time only added to the complexity. Just keeping track took considerable time and effort, and even worse, the manual procedures left the door open for errors and compliance problems.

Webroot had been using SharePoint for basic content management and collaboration, but they’d never built or implemented a workflow.

“The driver was that they needed to have a process that ensured 100 percent, day-one readiness for a new employee,” said Fabio Casti, principal, Caprivi Solutions. “We talked about what we could do within SharePoint, and how we could get to where they wanted to go. That’s where Caprivi and K2 came in.”



Solution

K2 Partner Caprivi Solutions delivered a solution for Webroot's HR onboarding needs and met the customer's 100-percent goal.

Based on SharePoint and K2, the new fully automated system is kicked off when Webroot's hiring manager makes a request for the new employee on an InfoPath electronic form. At every step, the system creates tasks and sets workflows in motion. For example, it launches background checks that go to HR for approval; it prompts facilities to prepare a nametag, desk, computer and chair; then it prompts IT to set up an e-mail account and create permissions. Orientation meetings with HR and relevant line managers are also automatically scheduled well before the employee arrives, ensuring maximum productivity from day one.

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- JOHN READING,
Webroot manager of IT business systems.

BENEFITS

- > Employees 100-percent onboarded before first day
- > Solution enhances SharePoint and InfoPath investments
- > Reporting and visibility
- > Full audit trail
- > Reusable workflows and tools
- > Errors eliminated

SOFTWARE AND SERVICES

- > K2 blackpoint / Caprivi Employee Onboarding Solution
- > Microsoft Office SharePoint
- > Microsoft Office InfoPath
- > Numara FootPrints for desk management

Rules and policies prevent errors and ensure information and approvals are routed to the right people at the right time. Escalations ensure the process never gets stalled. A complete audit trail is kept on all activity, and full, real-time visibility offers valuable

insight and allows Webroot managers to make better decisions.

Reading said that since the system was implemented, everything has gone well and HR was happy to get the structure it needed to ensure tasks were completed appropriately.

"It really makes people think about their processes, define them better, set expectations right and according to schedules," Reading said.

After spending a day with users early in the consulting phase, Caprivi mapped out the processes then handled the solution installation and configuration. They demonstrated the system for users, implemented the final iteration and provided training on how to reuse the tools and manage the process.

Caprivi specializes in the development of K2-based workflow solutions, including IT Change Management, CapEx Requests, Contract Management and Software Asset Management solutions.

www.caprivosolutions.com

“We got out of it exactly what we hoped to, both from the K2 tools and from Caprivi,” Reading said. “They were genuinely knowledgeable, gave us reasonable timeframes, then met them and provided great support.”

“It’s unusual to find a company that delivers like you want it to. We’d be happy to return to Caprivi and K2 for future projects.”

Webroot is currently reusing the K2 platform to streamline some of its legal processes.

K2 has a range of products to meet the needs of organizations with varying business models, goals, technical resources and budgets; because, in software, one size does not fit all.



Our most comprehensive software for building process-driven applications.



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