

Identifying an Onboarding and Offboarding Opportunity

While many organizations struggle with employee onboarding and offboarding processes, here are some indicators that they are willing to invest in a project:

- Poor access management or offboarding practices are posing potential security risks or causing the organization to fail audits, increasing overall compliance costs
- The timeframe for new employees to have access to all the needed systems and apps to be productive is many days, or even weeks, because of IT backlogs
- Their workforce is a mix of full time employees and contractors, often resulting in multiple systems and manual methods to manage access
- There is a high cost of an employee or contractor being unproductive (for example, specialists, highly skilled employees or contractors being paid a high rate)
- The nature of their business requires a seasonal workforce or need to onboard or offboard many employees during a short period

Note: If funded by a security group, or for a customer in a highly regulated industry, this project might be positioned as an identity and access management initiative. For guidance on positioning RES in those situations, leverage the Partner Guide for Identity and Access Management.

Discovery Questions

- What is your typical employee onboarding process? How much is handled manually? How is IT triggered that a new employee has joined, changed roles or left?
- What is the average amount of time it takes for a new employee to be fully productive with access to all needed apps and systems?
- How much of the burden of employee onboarding and offboarding falls on the IT team? How satisfied is the business with how the process is working? How many interactions with IT does that take?
- What options for automated self service do new employees have when joining the organization?
- Does your organization need to meet any compliance standards? Which ones? How often are you audited from an IT perspective? Do you need to prove that access is revoked during an audit? What is the level of effort for IT to complete an audit?
- How challenging is it for IT to be able to demonstrate who has been given access to which applications or data? How difficult is it to prove that access has been revoked?

Tips for Onboarding/Offboarding

- Engage RES early
- Position RES to fit within and augment current HR & IT processes
- Ask your RES team to demonstrate a live employee onboarding scenario
- Leverage the Forrester Total Economic Impact Study to demonstrate ROI
- Attach to security and compliance initiatives to drive urgency & build a compelling business base

What to Sell:

- Low entry: RES ONE Security: starting at \$45 per user per module for system triggered onboarding/offboarding
- Additional value: RES ONE Identity Director offers full onboarding and offboarding (automatic and self-service options) and automation to the endpoint for \$120 per user
- Strategic sell: Position RES ONE Enterprise for complete management of employee onboarding and offboarding, including automation, granular user management and context-aware access controls for \$180 per user

RES Value

RES allows organization to move to a zero-day start model, reducing onboarding time by an average of 3.5 days, saving an average of more than \$900,000 in employee downtime each year.

Customer Examples

The employee onboarding and offboarding process puts a heavy burden on IT to deliver fast and secure access to employees from the day they join an organization to the day they leave. With RES, IT teams can:

- Avoid lost employee productivity from employees waiting for access to the key apps and systems they need to be productive
- Empower employees to gain access to apps and services as needed throughout their employment through automated self service
- Incorporate approvals and needed workflows to empower the business to manage access rights
- Better control license costs by centrally managing who is given access to which apps
- Ensure that all access is automatically revoked with proper offboarding, improving compliance

Customer	Challenge	Results
Woodforest Bank	Faced difficult and manual challenges around managing identities and access. Manual processes were inefficient and time consuming	<ul style="list-style-type: none"> ▪ Complete replacement of failed IAM technology within 8 weeks ▪ Reduced amount of time for employee onboarding from 3-5 days to 10 minutes ▪ Offboarding within 20 minutes ▪ Improved compliance
Eat N' Park	Overcome delays of new employee onboarding and reduce burden on IT to manage a high turnover workforce. Better equip store managers to get what they need from IT to be successful.	<ul style="list-style-type: none"> ▪ Automated employee onboarding and offboarding across network of restaurants ▪ Single destination for IT and facilities related self-service requests for store owners ▪ Improved, compliant offboarding process
Energinet (Danish Energy Provider)	Protect the mission critical infrastructure of an energy service provider. Help meet regulatory and compliance standards based on employee access.	<ul style="list-style-type: none"> ▪ RES provides a fully automated access management solution ▪ Employee onboarding and offboarding completely automated based on role ▪ Management of privileged access to systems.

Differentiating RES

- RES has proven fast time to value, allowing organizations to automate their onboarding and offboarding processes in weeks, as opposed to months or years
- RES allows organizations to kickoff automated workflows for onboarding and offboarding based on identity. Identities can be based on a combination of systems, including Active Directory, HR systems, payrolls systems, project apps, and more, to create a single source of truth and map access
- Throughout their employment, workers can self-service requests powered by automation, avoiding the need for IT to manually respond to service desk tickets
- With RES, IT can apply additional context triggers to allow access based on real-time locations, including device, time of day, network type, etc.
- RES provides more than 300 pre-built automation tasks and RES Hub, an online community and content sharing center, making it easier for IT to create the needed automation and workflows to support efficient onboarding and offboarding.

Maximizing Existing Investments

With RES, IT teams can extend current systems, including **IT service management** platforms, **enterprise mobility management** solutions and **PC lifecycle management** tools with intelligent workflows, extensive endpoint automation and context aware security. RES offers many pre-built integrations.

ROI Spotlight

RES has been proven to offer a complete **payback** through more efficient onboarding and offboarding in **8 months**. Savings include **regained productivity, improved license management** and reduced costs around demonstrating **compliance**. (Source: Forrester Research)



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