TRUECORE TECHNOLOGY

Manual to Magical

A Professional Services Case Study

About Us

TrueCore Technology was founded in 2016 by two brothers who aimed to revolutionize the way small businesses interact with technology providers. With a wealth of experience in the industry, they witnessed the challenges faced by businesses affording and implementing quality technical solutions. Inspired by this, the brothers set out on a mission to help businesses fully utilize technology.

TrueCore's Mission is to create enterprise-level solutions that are accessible and affordable for all businesses regardless of size.

- ☑ We understand the specific need of each client, tailoring our solutions to provide maximum business value

- ☑ We focus on delivering high-quality and cost-effective technology solutions driving growth, efficiency, and overall client success.

At Truecore Technology, core values drive our commitment to creating value for our customers through accessible and affordable enterprise-level solutions. We conduct our business with integrity, ensuring reliable and responsive service, and continuously strive to exceed expectations, delivering exceptional results that propel our clients' success.

Overview

Efficient employee onboarding is crucial for organizations to seamlessly integrate new hires into their operations. However, one architecture and design organization faced significant challenges with their onboarding process. These issues caused delays, confusion, and inefficiencies, hindering the company's ability to effectively onboard new employees.

Recognizing the need for an improved onboarding approach, the architecture and design company sought a solution to address the fragmented nature of their current process. By partnering with TrueCore, they aimed to transform their onboarding experience into a well-orchestrated and efficient journey, ensuring that no crucial steps were missed and that new employees could hit the ground running from day one.

Fragmented Processes
The broken onboarding processes characterized by disjointed steps and inefficient workflows led to confusion, delays, and gaps in the onboarding experience

Long Onboarding Times
The onboarding process was excessively time-consuming resulting in delays getting new employees fully operational. These delays hampered initial productivity and overall operational efficiency for the firm.

Our Solution

This is where TrueCore was able to deliver. Leveraging the power of Microsoft Power Automate and SharePoint, TrueCore transformed the company's onboarding process into a seamless and efficient experience.

By utilizing Power Automate, data flowed between multiple HR and IT systems throughout the onboarding journey which lead to the process becoming automated and streamlined. Notifications and reminders were sent automatically to the relevant stakeholders, ensuring that each step was completed in a timely manner.

This eliminated the need for manual follow-ups and reduced the risk of missed or delayed onboarding. Furthermore, utilizing third party systems, repetitive work was offloaded from costly IT personnel to repeatable workflows creating a hands off approach for employee onboarding.

The onboarding process became more efficient, with reduced administrative overhead and improved accuracy.

Tech Talk

Our Client transitioned from a manual and labor intensive onboarding experience to a fully automated solution provided by TrueCore.

Technical solutions provided by TrueCore for the Architecture and Design Company:

1 **API Data flows**
TrueCore leveraged Power Automate to pass data from HR systems directly to the necessary personal for account creation.

2 **System Notifications**
Notifications were seamlessly sent to the relevant staff members whenever a new account creation request was initiated, triggering an automated process that swiftly generated accounts with all the pertinent information

Results

As a result, the architecture firm achieved notable improvements in the onboarding process, leading to significant reductions in effort and time required. Notably, the implementation allowed for effective tracking of onboarding stages by the administrative staff through the generation and inclusion of comprehensive logs in a centralized SharePoint list.

Through the effective utilization of technology and automation, the company achieved greater efficiency, improved resource allocation, and enhanced the overall experience for new employees.

66%
Faster Onboarding

100%
Positive Feedback
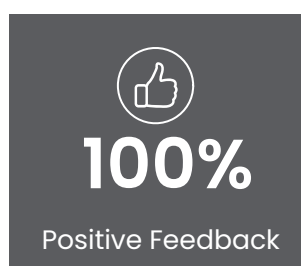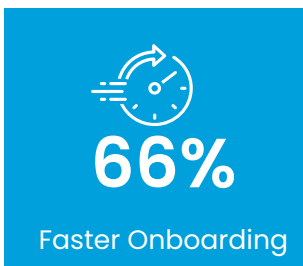
The implementation of the new flow resulted in a significant two-thirds reduction in the average completion time for employee onboarding. The streamlined process flow impressed members across multiple departments, showcasing improved efficiency and garnering recognition for its positive impact throughout the organization.

"Driven by a profound passion for technology and a relentless pursuit of automation, I excel in utilizing a wide range of techniques to create and streamline business processes."

Tyler Shobe
Managing Director at TrueCore

Future Plans

Our vision revolves around expanding our service portfolio to meet the evolving needs of our clients. In addition, we aim to establish strategic partnerships with leading technology vendors to enhance our service capabilities and provide comprehensive solutions. Finally, we focus on developing expanding or expertise in niche areas to provide the best recommendations for our clients.

☑ Stay Cutting Edge: Proactively embrace emerging technologies and trends to ensure our clients benefit from the latest innovations and maintain a competitive edge.

☑ Foster Innovation: Continually drive innovation to deliver unique and transformative technology solutions.

☑ Ensure Client Success: Prioritize client satisfaction by understanding their needs and exceeding expectations

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