

automation lifts your
digital workplace

to another level.



We don't have to keep telling you that efficiently managing a digital workplace leads to increased productivity, higher employee satisfaction and even more revenue in the long term.

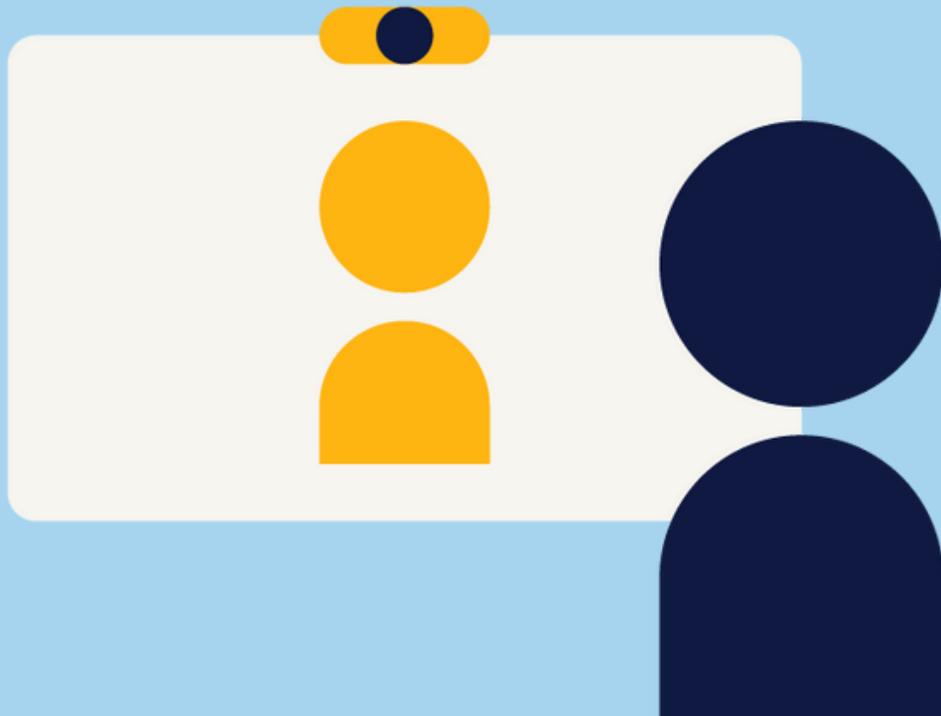
How do you make sure you manage your digital workplace as efficiently as possible? 1 word: automation!

The automation of your digital workplace leads for example to better IT management, an efficient digital asset management and a safer password management. The automation of the on- and offboarding process is also very beneficial. We would love to tell you why.



automation in the digital workplace.

Not quite sure what automation is exactly? We'd like to refer you to our [blog](#).



Automation helps your company move quicker and more efficiently, and lightens the manual workload - because of which, fewer human errors will be made. The digital workplace seems like an ideal place to implement automation.

advantages of automation in the digital workplace.

1. IT-support.

In times when employees are working remotely more and more, it becomes a true challenge for the IT department to offer the right type of support. If you want to make sure your IT department doesn't get too overworked, and all your employees have the support they need, you should probably consider automating (a part of) your IT department!



2. digital asset management.

Digital asset management (DAM) also benefits from automation. Just like the IT department, automation in digital asset management lets your employees set certain priorities without having to worry about boring, repetitive tasks.

Automation in your DAM also ensures user-friendliness and new features, and helps you to protect your documents and applications from security threats.

3. password management.

A common problem in organizations is that employees forget their passwords. Their first reflex is to seek the help of the IT team, but it's actually perfectly possible to let the employees restore their passwords on their own, without having to contact the service desk. There are [many tools](#) that can help you with this.

4. identity and access management.

By creating a link with the HR system, changes will automatically be implemented in other systems. Because of this, the workload of the helpdesk will decrease, and fewer human errors will be made.

By using an IAM (Identity and Access Management) solution, you'll be able to centrally and flexibly manage the access to data, applications and information sources in a complex environment.

5. on and offboarding.

The automation of your digital workplace can also improve your on- and offboarding process.

How should you implement this automatic on- and offboarding in your company? We'll focus on that question in the next section.



automating the onboarding process.

The times of a typical onboarding, with a brand-new desk that's ready for the new employee, maybe even decorated with some balloons, are long gone. What's more: in times when working from home is extremely popular, it's quite difficult to implement a strong onboarding process.

But we all know that a strong onboarding is the first step towards retention... So how can you avoid that your new employee is just sitting behind their laptop on their first day, without actually being able to work?

Having implemented a digital workplace is a good first step: if all the necessary accesses and documents are prepared, the new co-worker may already have some work to do on their first day - and

maybe they can even chat with their colleagues. IF everything has been prepared on time: that's a big pitfall. Because the digital onboarding process is the responsibility of the IT department, and those colleagues are already so busy...

How can you unburden your IT department of these tasks? You've already guessed it: by automating your onboarding process!

Automation will lighten your IT department's workload, and guarantee that the onboarding process will go smoothly every time. Your new colleague will have access to all the necessary documents, and more importantly: they won't have access to documents or applications that aren't meant for them.

Too good to be true? Not at all!



what aspects of the onboarding process can you automate?

You can automate almost any aspect of the onboarding process. For example:

- sending out the correct forms
- giving access to documents and applications
- setting up user accounts
- setting up demos to introduce someone to a system
- ...

our tips to automate your onboarding process.



Create a link with the HR system, so the IT department gets notified whenever a new user is starting. This way, they can prepare this person's login on their first day. When a new employee is set up in



the HR system, a process is started automatically to create a new username in the IT system.



Provide a synchronization between internal systems. For example: when an account is created in Active Directory, a synchronization can activate this account in Google Workspace, Office 365 or other systems. The user account will only have to be created in 1 place.

- You should also set up an SSO (Single Sign On). This way, the IT department will only need 1 password for the many applications they manage, and the end user only has to remember 1 password.



Creating an access badge is often part of the onboarding as well. In many cases, you can also set up a synchronization between Active Directory and the badge system. In this way, all accesses can be managed in 1 location.



The email signature is important as well. If a separate application is used for this, you can usually link this with the email system so a signature is created automatically after setting up a new user account.

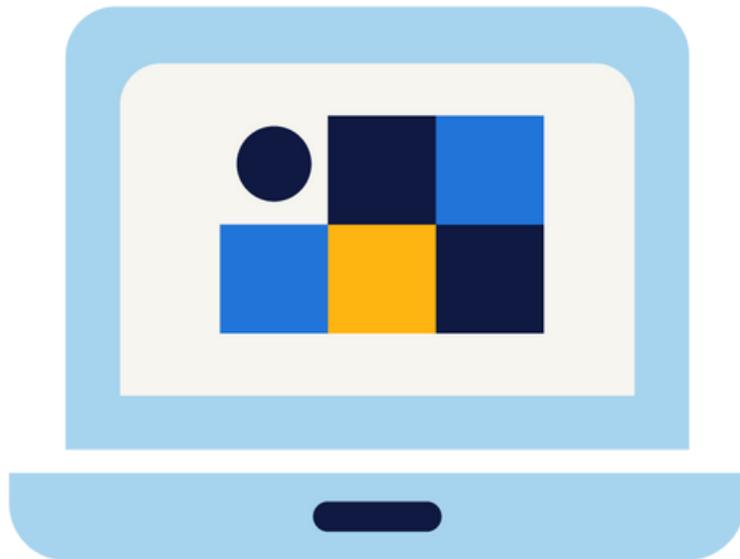


Use Google Forms or Teams to prepare the right equipment for the first day. Think for example of: laptop, smartphone ... In this way, the IT department will quickly know which equipment has to be prepared.



✓ Assign the correct roles from the start. The IT department can have certain applications installed automatically based on the roles in Active Directory. A project manager is assigned MS project, without having to submit a request with IT.

✓ In times of obligatory remote work, it could be nice to make an introduction video to give new employees the chance to get to know certain important persons in the company.



automation of the offboarding process.

A smooth offboarding process is at least as important as the onboarding process. During the offboarding of one of your employees, you want to learn why they took on another challenge, you want to ensure a clear transfer to the colleagues that will take on their work, and you want your employee to leave with a positive feeling. Because if they can think back on their work with you positively, they might just return to you when looking for their next challenge.

To make your offboarding process run as smoothly as possible, you'll need a few things:

- an exit interview
- someone to gather your employee's equipment
- someone to close your employee's account
- a thorough description of their responsibilities
- the typical paperwork



As with the onboarding, you'll once again need the IT department. But this time, you'll also need to closely involve the HR department.

And once again, you can unburden many colleagues with automation. A well-programmed bot can take over many boring tasks. Think, for example, of sending out documents for signing, checking if all accounts were closed correctly ...

The exit interview can't be done by a bot (yet), though. You'll still need to count on your HR colleagues for this... :-)

our tips to automate your offboarding process.



Once again, it would be useful to create a link with the HR system. At the moment of an exit, a ticket will be created automatically at the service desk to deactivate the user.

- You can add an automatically generated checklist to this ticket that illustrates what steps you have to undertake.
- A more thorough integration with the ticketing system is possible as well. In theory, you can even make a ticket containing a detailed checklist, to ensure no step will be skipped.





As with the onboarding, we recommend setting up a connection between for example Active Directory and Google Workspace / Office 365, so the account only has to be deactivated in 1 location. The synchronization does the rest!

- The person in question will also be deleted from all necessary mailing groups.
- Archiving the data can take place in the same moment, so that the data can still be consulted if necessary.

- An automatic mail can be sent to the employee in question, containing a list with all the equipment that he has to hand in.
- The user can be automatically deleted from the system (after a defined period).





would you like to know more?

Do you have any more questions after reading this article? Or would you like some help automating your on- and offboarding process? Don't hesitate to contact David Criel, he would love to hear you out!

- ✓ david.criel@ausy.be
- ✓ +32 486 12 53 75





ausy
by randstad.

our values.



entrepreneurship.

We aim to blow everyone away with our courage, flexibility and creativity.



trust.

By giving and receiving trust, we establish bonds that have a positive impact on everyone.



teamspirit.

We achieve even the most crazy goals by sharing knowledge and helping each other out. And by appreciating our colleagues and supporting their successes.

discover our offer on www.ausy.be