

# Best Practices for Onboarding Remote Employees

Define and organize your pre-boarding and onboarding rules and process



SMART BRIEFS

Brief research outlines from the staff at Smart ERP Solutions©

AUTOMATED ONBOARDING CAN HELP YOU INCREASE ROI AND LOWER COSTS

ONBOARD/PRE-BOARD  
EFFECTIVELY AND  
EFFICIENTLY

# Best Practices

# The Remote Workforce

BERSIN

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## Remote Hires

The future of work and the workforce is facing dramatic change, driven by technology, globalization, demographics, social values, and the changing personal expectations of workforce participants, in particular Millennials.

The intersection of these forces has already had an effusive impact on the talent landscape, disrupting business models and radically changing the workplace— who, where, when, and how work is done. It is also challenging the institutions that support the workforce. Data from two of the world's leading economies are indicative of the change underway.

Bersin by Deloitte, Deloitte Consulting LLP

The Future of the Workforce  
Critical drivers and challenges



Remote workers are becoming more prevalent in companies throughout the country.



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In fact, a recent Gallup poll showed that 43 percent of the workers in the United States work remotely at least occasionally. This transformation in the workforce has put a strain on HR departments, who are tasked with the responsibility of onboarding these remote employees.

Since face-to-face interaction is not always an option when onboarding remote workers, HR must develop alternative processes. When developing these processes, it is important for HR to keep these best practices for onboarding remote employees in mind.

### Organized Pre-Boarding Process

There is no need to wait until day one on the job to start the onboarding process. In fact, more and more employers today are using pre-boarding to help new hires acclimate faster. Your organization can use the pre-boarding process to have the new hire complete all the necessary paperwork, such as employment and benefit forms.

Employers also can use this time to provide new hires with the personnel policies, give them more information about the company, introduce them to team members and upper management and portray the overall company culture.

Taking care of these formalities before day one allows the new hires to be prepared, excited and ready to start

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their first day on the job. Pre-boarding also is a great way to boost employee engagement with new hires and to help improve job satisfaction. This is crucial because studies show that more than 85 percent of all new hires decide whether to stay with the company or not during their first six months on the job.

### Automated Onboarding Process

You can save your organization a lot of time and money with an efficient automated onboarding process. No longer will your HR staff need to mail out cumbersome employment packets to new hires. Instead, your remote workers can find all the necessary information, forms and policies online through the employee portal. This not only reduces the burden on your HR team, but it also lessens the risk of potential data entry errors. This, in turn, also can help to reduce the chance of costly compliance issues.

An automated onboarding system can help to uncover issues for remote workers that may otherwise go undetected with the standard manual onboarding process. With all the necessary forms and policies, available online, remote workers can find solutions for themselves, which will help to reduce the number of support IT and other support tickets.





### Clear Communication

Communication is key for any type of remote worker that is in the process of onboarding. It is important that all new hires know exactly who to contact for help or support. Introduction to these key players should be made during the pre-boarding phase. This way, there will be no confusion once the remote worker starts his official first day on the job.

Studies show that employees perform better on the job when provided with clear goals and expectations. As a means of boosting productivity right from the start, employers must set these types of goals and expectation for all new remote workers during the onboarding phase. This can avoid confusion about the new hire's specific job responsibilities.

### Making Remote Employees Part of the Team

One of the biggest challenges of working with remote workers is making them feel like they are part of the team. Just because the remote worker will not be in the office on a day-to-day basis does not mean that they are not a valuable part of the team. However, it can be more difficult for employers to make this type of connection with remote workers.

This is why a well-structured onboarding process is mandatory when hiring remote workers. New hires should be introduced to the company culture and have a clear understanding of the organization's goals and mission. Some companies utilize a mentor system, which gives all new hires at least one contact point they can go to for questions about the company, policies and other basic questions.

The good news is that a robust automated onboarding process can make new hires, even remote workers, feel like they are part of the team. They will be able to find the information they need quickly and efficiently and know exactly who to contact when they have a question.

This comradery between the employer and the new hire can help to reduce employee turnover, improve employee engagement and boost overall productivity.

### Evaluate and Revise

As with all good business processes, it is imperative to evaluate the company's onboarding process for remote employees. Employers must consistently request feedback from new hires. This will give your team a better idea as to which onboarding practices are





working and which are not and identify gaps in the onboarding process. Your HR team can use this valuable information to optimize the hiring process for both the employer and the employee.

Creating a well-established, automated onboarding process will make hiring remote workers as seamless as if they were working right in the office. Not only will this lessen the burden on your HR staff, but also, it will create an efficient and positive hiring process. Smart ERP Solutions offers dynamic Enterprise Resource Management solutions that can enable your organization to create and implement an efficient automated onboarding process that will benefit both your company and the new hire.



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Our goal is to help you implement business solutions that effectively support your business process, not functional silos.

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“Technological change drives long-term economic growth, productivity and improvement in living standards. It has led to net job creation”

The Future of the Workforce  
Critical drivers and challenges  
Deloitte





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