CLIENT STORY

Transforming Leksands Kommun: A Modern Automation Success Story

Story Snapshot

Historically, Leksands Kommun's onboarding process was marred by inefficiencies and delays. With tasks dispersed across various departments, there was a significant risk of crucial steps being overlooked or duplicated. To address these challenges, Leksands Kommun partnered with Insight for support in streamlining their onboarding experience.

Leveraging Microsoft technologies, Insight and Bots developed a comprehensive solution to automate the onboarding experience, which resulted in:

- Cost savings
- Increased efficiency
- Real-time progress tracking

LEKSANDS KOMMUN

Modern Apps

Background

Leksands kommun, a municipality located in Dalarna County, central Sweden, had been aiming to enhance its efficiency. However, it faced challenges with its onboarding process, which remained a bottleneck due to its manual nature and involvement of multiple departments. Insight helped Leksands Kommun to tackle this challenge by automating the customer onboarding process, implementing a single platform solution that utilised Microsoft Technologies.

Challenge

The onboarding process relied heavily on manual tasks, with limited visibility across departments or roles. Consequently, significant time was devoted to each activity, leading to extended lead and wait times, as well as quality deficiencies. These challenges compounded, elevating the likelihood of new hires experiencing reduced productivity from the outset, thereby influencing their overall satisfaction and influencing employer branding.

"Together with Bots and Insight we have managed to create a highly automated and transparent solution for our onboarding process that saves us time and minimises human mistakes."

Joacim Gifting, CIO Leksands Kommun

Solution and Outcome

Recognising the need for efficiency, Leksands Kommun, with Insight's support, initiated a project to automate the onboarding process. Through automation technology and interdepartmental collaboration, Insight and Bots developed a comprehensive solution that automated tasks, centralised data, and provided real-time progress tracking.

The solution is a single platform for all onboarding tasks, documentation, and communication, eliminating manual coordination and time-consuming tasks that were automated based on mapped out onboarding journeys. The project was developed with seamless integration with existing systems, allowing for automatic generation of contracts, active directory accounts, and provision of access rights in both systems and physical locations, as well as ordering of equipment.

Real-time analytics have facilitated ongoing optimisation through robust dashboards, providing stakeholders with instant insights, enabling informed decisions and timely actions. Processes that previously took weeks were reduced to days, accelerating new hires' integration into the team and allowing them to contribute more quickly to the organisation's goals. The occurrence of manual errors was minimised, ensuring compliance and maintaining data integrity.

The measures implemented enabled new hires to be productive from day one, improving their overall experience and increasing satisfaction with the onboarding process.

The automation measures resulted in cost savings for the organisation, achieved through reduced manual labour needs and mitigation of compliance risks, leading to increased efficiency and decreased expenses.

Why Insight?

Insight and Bots demonstrated efficiency and competence by providing a solution that leverages Microsoft technologies to automate customer onboarding processes, optimising time and resources previously spent on repetitive tasks.

Through the use of automation technology and interdepartmental collaboration, Insight and Bots developed a comprehensive solution that not only automated tasks but also centralised data and enabled real-time tracking of progress.

KEY RESULTS

Cost saving
for the organisation, compared to previous period

Reduction
of manual labour needs

Mitigation
of compliance risks

Increased
efficiency