

# ENHANCING THE CUSTOMER EXPERIENCE

## Implementing an onboarding intranet page

### THE CLIENT

A Multinational Professional Services and Outsourcing Company with 500,000+ employees, Hays provides services that include a combination of direct hiring and agency supply to onboard and payroll high volume contingent workers from abroad.

### THE CHALLENGE

A supplier of thousands of contract multilingual resources for their end customers, our client needed to fill roles requiring local language speakers from 33 countries in Europe to work onsite in Ireland.

The majority of the workers had not previously worked overseas, so we need to evolve our service to not only payroll the staff but help them set up bank accounts and source accommodation in Dublin's highly competitive rental market.

### THE SOLUTION

We first established face-to-face inductions with candidates in Dublin. Our dedicated team of specialists then built an Intranet page to support the workers on their relocation and onboarding journey – allowing for the smoothest transition possible to both a new job and new country.

A schedule of weekly contractor clinics was implemented (onsite and virtually) giving workers the opportunity to ask any questions/queries in their own time. Hays also provided a full suite of payroll services for independent contractors, as well as managed tier-2 agencies supplying contractors to the client.

### THE OUTCOME

- Prior to working with Hays, the client had no structure to their onboarding process and presented high rates of attrition across their contractor population.
- Designed a service that could cater to high volume requests with a shorter turnaround time.
- Reduced attrition by supporting workers' relocation and onboarding process.
- Enhanced the clients' overall reputation and EVP.

