

Successfully implementing onboarding strategies

About:

A US based company with a leading **platform for an effective ITSM and performance management.**

Key takeaways:

Being a successful partner requires one to be proactive and establish a **mutual goal**. To excel, you have to have a **voice** and a **face** and challenge the status quo for the common good.

The problem

The customer had internal silos and there was **no internal adoption for the upcoming introduction of external technical resources**. During the initial set up of the collaboration, there were numerous operational challenges blocking both parties completing the onboarding successfully. This was the root cause of frustration and inability to cooperate.

The solution

During the initial phase of onboarding, Expert Allies identified the potential risks and **proactively began working with the customer to align both processes' to ensure smooth onboarding**. We dedicated a Single Point of Contact to liaise with the customer and to promote the best practices internally across all business stakeholders.

The process involved reshaping the current silos, and was met with resistance, but through early feedback and constant communication, we were able to help the customer. They understood that the most important thing in **establishing a successful collaboration** is **constant communication** and approaching each issue together as partners with a common objective.

The result

Once the communication was synchronised, and all challenges were resolved, we were able to provide a smooth prescreening and onboarding of all resources. We were able to onboard team members and **become operational on day 1**.