A WHITE PAPER BY ELECTRIC

How HR and IT Alignment Drives Productivity and Enhances the Employee Experience



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EXECUTIVE SUMMARY

Technology plays an integral role in HR operations

HR teams rely on an increasing number of IT workflows to onboard new hires, manage the employee lifecycle, securely offboard employees, and much more. For example, on an employee's first day, it's essential to ensure their devices are ready, they have seamless access to all necessary systems and company data remains secure from day one.

IT should simplify these tasks for HR teams. However, in many small and medium-sized businesses (SMBs), tech stack sprawl and poor integration means IT adds complexity and inefficiencies to everyday tasks.

Electric, an IT & Security management platform, surveyed hundreds of HR professionals in businesses with up to 500 employees and found:

42%

have less time to spend on recruitment and retention due to IT limitations

52%

say onboarding is a challenging or frustrating aspect of their role

52%

describe their onboarding process as inefficient

This white paper examines how HR teams can automate manual processes, optimize workflows, and cultivate a happier, more productive workplace with seamless IT integration.

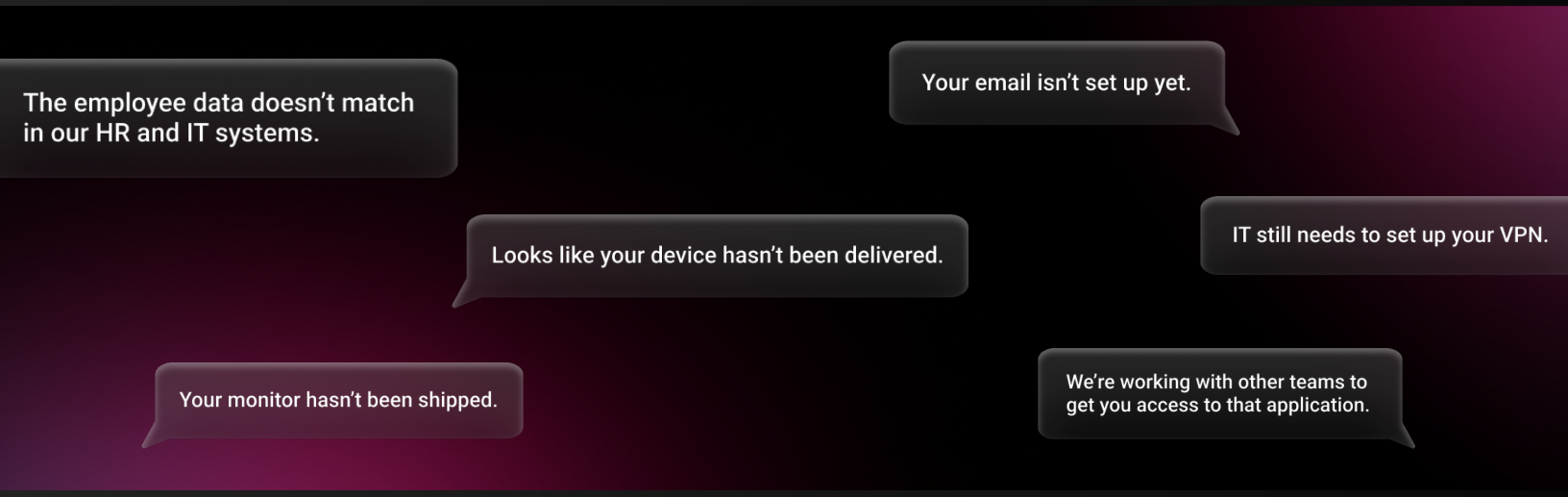
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CHAPTER ONE

Onboarding

Onboarding a new hire should be an exciting time for the new employee, hiring manager, and HR team. However, SMBs can experience multiple challenges during the process:



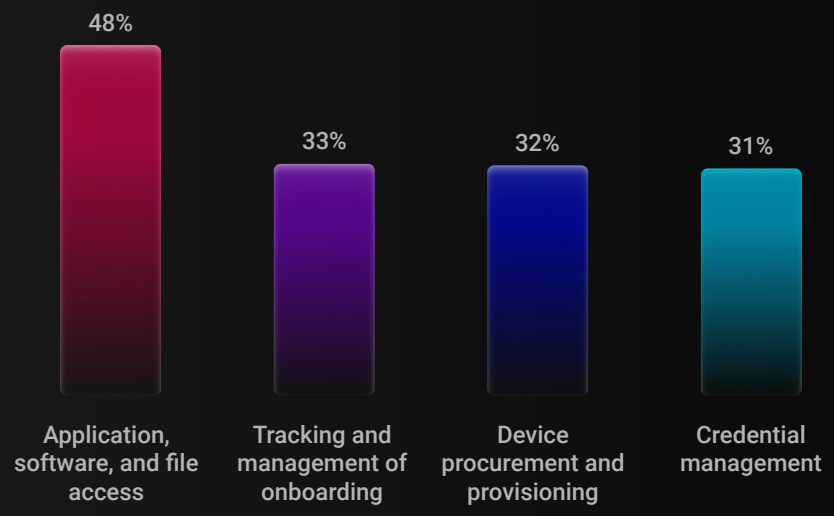
Unfortunately, these onboarding issues are all too common when HR and IT are not integrated. Even when People teams work hard to ensure an employee's first day runs smoothly, the sheer number of tasks to be completed on day one can get in the way of a positive experience.

Instead of chasing down team leaders to figure out an employee's tech needs, this process can be simplified and automated through the Electric IT Hub. In a matter of clicks, the employee can access the software and systems they need to succeed - and HR teams can eliminate a long list of manual tasks from their workload.

The Electric IT Hub also has a hardware store where HR teams can purchase, ship, and provision devices and accessories in time for an employee's first day - more on this in Chapter Three!

What do you see as the most challenging aspect of employee onboarding?

In Electric's survey, a significant percentage of respondents expressed frustrations with IT-related onboarding tasks – ranging from system access management to device procurement and provisioning.



CHAPTER TWO

Offboarding

71%

of organizations do not have a formal offboarding process.

Source

20%

of businesses have experienced a data breach connected to former employees.

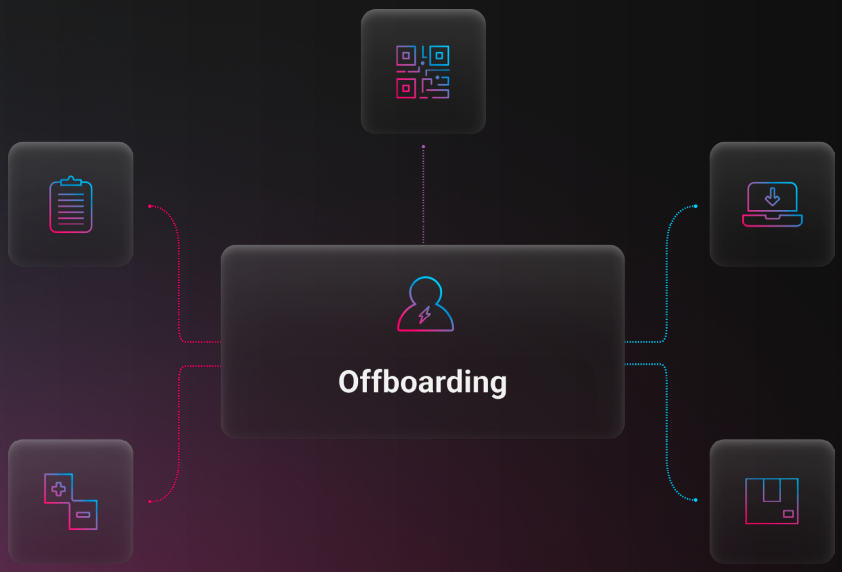
Staff departures are a natural part of the employee journey. While the circumstances can vary, it is important to ensure that offboarding processes are well-defined within an organization to create a smooth experience for everyone involved - and most importantly, ensure that no business or employee data is at risk.

Along with the paperwork that comes with a resignation, retirement, or termination, HR teams are responsible for a number of practical tasks in a short period of time. Manually offboarding employees can take hours to implement correctly - especially if you have to offboard several team members at once.

Revoking access to company systems, transferring ownership of files, and retrieving company devices can be particularly labor intensive. **Through Electric IT Hub's integration with your HR system, the checklist of offboarding tasks is initiated, automated, and completed efficiently and securely.**

When an employee is departing your organization, Electric makes the device retrieval experience seamless. A QR code is generated and sent to the employee, so they can simply visit a UPS store in the United States to return their device. From there, the HR team or any other admin in the Electric IT Hub will be able to track the device.

All of these tasks are managed through one platform, ensuring full transparency and security.



CHAPTER THREE

Hardware Procurement and Warehousing

To empower a productive workforce, HR teams must equip employees with the right devices and peripherals to perform. Efficient procurement avoids downtime during the onboarding process and sets new hires up for long-term success. However, device procurement is rarely a one-size-fits-all process, making it complex for People teams to manage at scale.

The Electric Hardware Store simplifies this experience, offering a curated, brand-agnostic catalog of products to fit your business needs. Beyond simply purchasing equipment, the Hardware Store allows you to procure or select from your inventory, ship, and provision your devices from a single platform. Whether you're shipping to remote or in-office teams, employee hardware arrives ready for your security environment, ensuring all devices are compliant from day one.

When an employee leaves the company, Electric can also handle device retrieval and warehousing. All equipment is securely stored until you're ready to reassign and ship to a new team member - ensuring effortless management and peace of mind throughout the entire device lifecycle.

With a one-stop-shop for devices and peripherals, both HR teams and employees can enjoy a smoother procurement experience and enhanced productivity in their roles.

Only 59%

of SMB employees feel they have the right tools and software to do their jobs.

Source

CHAPTER FOUR

App Provisioning and Role-Based Access Control

In today's business environment, employees rely on an ever-growing tech stack to complete everyday tasks. Quick and easy access to applications and software is essential for productivity. However, universal permissions and open access to company resources can put your business at risk.

For HR teams, application provisioning and management requires a careful balance of accessibility and security. Certain restrictions are essential to protect sensitive information, but manual configuration of individual user settings is time consuming and prone to error.

With the Electric IT Hub, HR teams can securely simplify the provisioning of company apps with role-based access control (RBAC). By customizing and standardizing these permissions, SMBs save time, eliminate vulnerabilities, and enjoy full transparency on who has access to what applications from a single platform.

Centralized access management also means HR can quickly and efficiently update permissions if an employee changes roles or leaves the company. Not only does this strengthen your security posture, it also helps SMBs to achieve and maintain compliance with data protection regulations.

48%

of HR professionals at SMBs say managing applications, software, and file access is the most challenging aspect of employee onboarding.

Source: Electric

CHAPTER FIVE

Data Security and Employee Experience

Starting with hiring and onboarding, and throughout the entire employee lifecycle, HR teams collect a significant amount of employee data. Aside from ethical obligations to treat personal information with respect and confidentiality, businesses must also comply with legal regulations regarding data collection and storage.

HR and IT alignment is critical to keep employee data secure and up-to-date. When IT is integrated with the HR system, businesses improve data accuracy, efficiency, and the overall employee experience.

When it comes to security, the HR team's responsibilities don't end with employee data, particularly in remote and hybrid workplaces. For example, if a laptop is lost or stolen, can you quickly freeze and wipe the device? If an employee needs to remotely reset a password or share file access, can they do so securely and efficiently? Or, will this lead to downtime, lost productivity, and frustration?

Security can become overwhelming for HR professionals, which is one more reason to partner with an IT platform that proactively secures their business. As part of Electric's offering, HR professionals can leverage the following security solutions:



Mobile Device Management (MDM)

With centralized MDM, HR teams can effortlessly implement and monitor best practice security policies across the entire fleet of company devices.



Single sign-on (SSO)

SSO reduces friction for employees, allowing secure access to company systems with a single set of credentials.



Password management

Password management solutions enforce the use of secure, authenticated login credentials when accessing company assets.

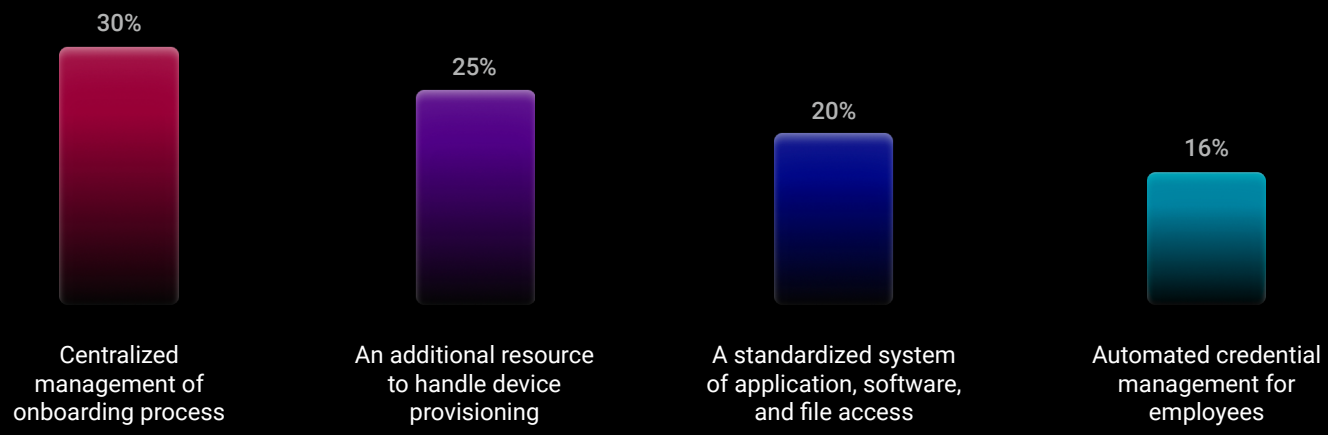


Employee cybersecurity training

Regular cybersecurity training keeps employees vigilant and reduces the risk of social engineering attacks.

Cybersecurity is no longer the domain of standalone specialists, HR plays an increasingly important role in ensuring employees adhere to security policies. Centralized security management platforms like the Electric IT Hub empower People teams to consistently enforce security measures and best practices across the entire workforce. The Electric IT Hub proactively secures employees' devices and business data, while highlighting cybersecurity threats it has prevented and which employee devices or passwords might be at risk.

Which of the following IT supports would make your job easier?



Electric survey respondents highlighted a number of IT improvements that would make them more effective in their roles, with the common theme being tools to automate and streamline repetitive administrative tasks.

CHAPTER SIX

HR System and IT Integration

SMB employees are often responsible for driving initiatives across multiple disciplines, all while maintaining productivity. In these dynamic environments, it's crucial that all platforms are seamlessly integrated to ensure data consistency, transparency, and efficiency.

Human Capital Management (HCM) platforms play a central role in everyday operations, which is why the Electric IT Hub was built to integrate with the most frequently used HCMs. By seamlessly integrating HR with IT, People teams can enhance efficiency and cross-functional collaboration without compromising the employee experience.

The HCM and Electric IT Hub integration is performed in a single click. After that, employee data will sync from your HCM platform into the Electric IT Hub, providing People teams with full visibility into employees, devices, and applications in one place. Not sure if we support your HCM? Contact our team to find out!



CONCLUSION

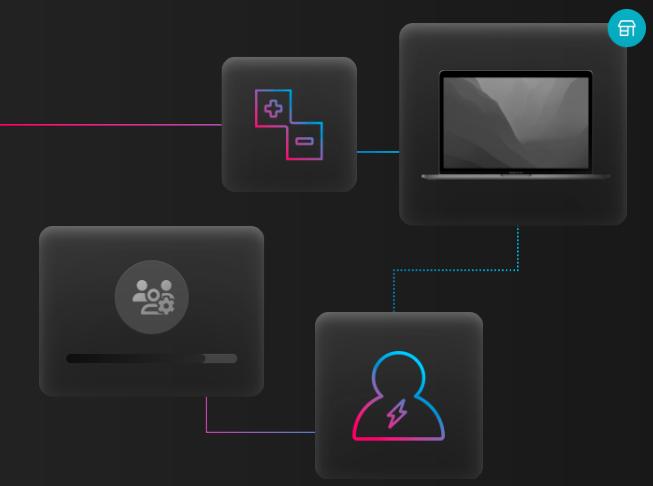
Seamless HR and IT alignment powers better employee experiences

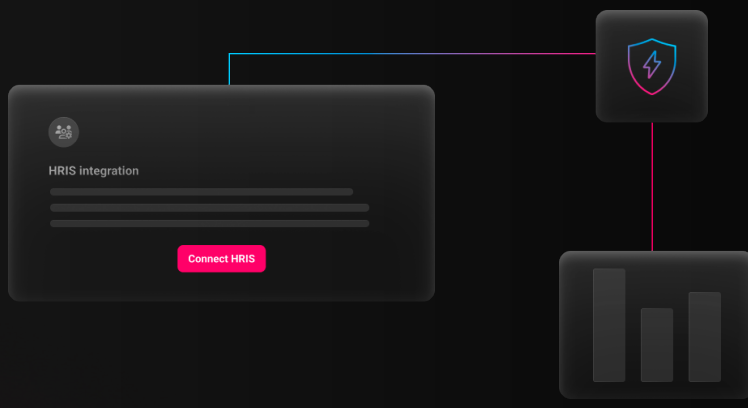
The days when HR and IT operated in silos are long gone. Now, these two functions must work hand in hand to create seamless workflows, support the employee lifecycle, and drive business growth.

But, that doesn't mean HR professionals' time has to be consumed with technical tasks and IT admin. With the Electric IT Hub, HR teams can align people and technology to drive success.

The Electric IT Hub can be implemented in just a few hours. After that, HR teams can start to onboard employees in minutes instead of hours. No technical skills required.

By centralizing onboarding, offboarding, device procurement, application management, cybersecurity, and more, Electric streamlines HR responsibilities while enhancing the employee experience. Contact our team of IT experts to learn how the Electric IT Hub can make you and your organization more productive.

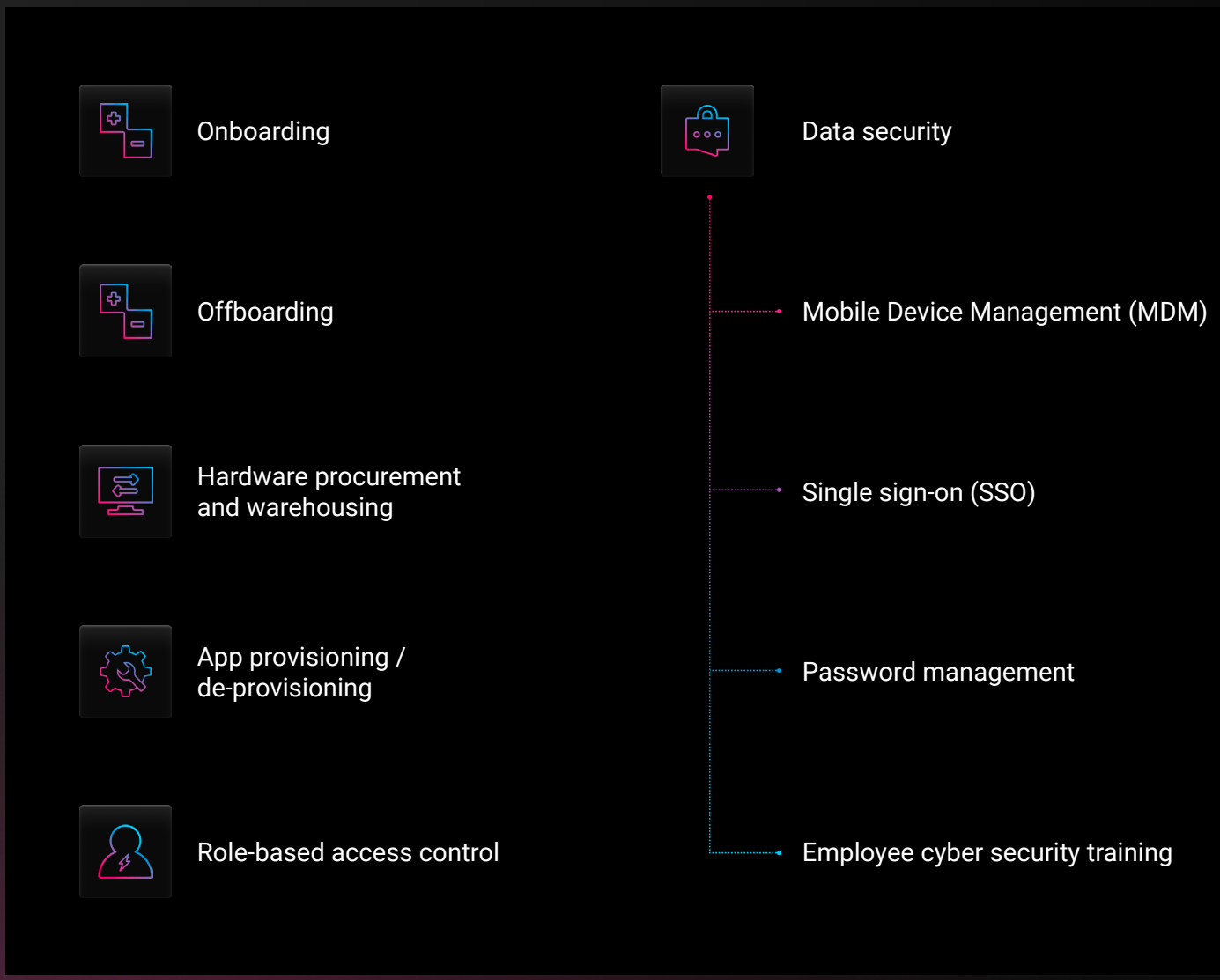




Achieve HR & IT System Integration with Electric IT Hub

The Electric IT Hub seamlessly integrates with your HR system to manage all employees, devices, and applications from one platform - with all data fully in sync across both systems.

Within the IT Hub, you can drive efficiencies and automate the most common and time-consuming HR workflows, including:



Get in touch with our team of experts today to discuss your HR & IT needs!