

Driving efficiency and security in rapid scaling operations

Streamlining onboarding and optimizing operations
with Workato's automation



The case study illustrates how HCLTech addressed the client's challenge of efficiently managing rapidly scaling operations with streamlined and secure processes. By automating the employee onboarding process and transforming Slack into a ChatOps Hub, we achieved significant time and resource savings. Workato's data masking feature enhanced data security, while faster approvals and information retrieval streamlined operations thus contributing to the overall growth and success of the company. The solution also positively impacted employee experience and retention rates.

The Objective:

Ensuring efficiency and security in rapidly scaling operations

To ensure maximum efficiency and security across their IT and people operations processes due to their rapid growth and scaling. Additionally, they needed a solution

to handle sensitive data securely between applications to protect their valuable information.

The Challenge:

Managing hyper-growth with streamlined and secure processes

There was a challenge in managing their expanding operations efficiently while maintaining a high level of security. The company's hyper-growth demanded streamlined processes, especially in the IT

and People Operations departments. They also had to address the handling of sensitive data between applications, which required a robust and secure solution.

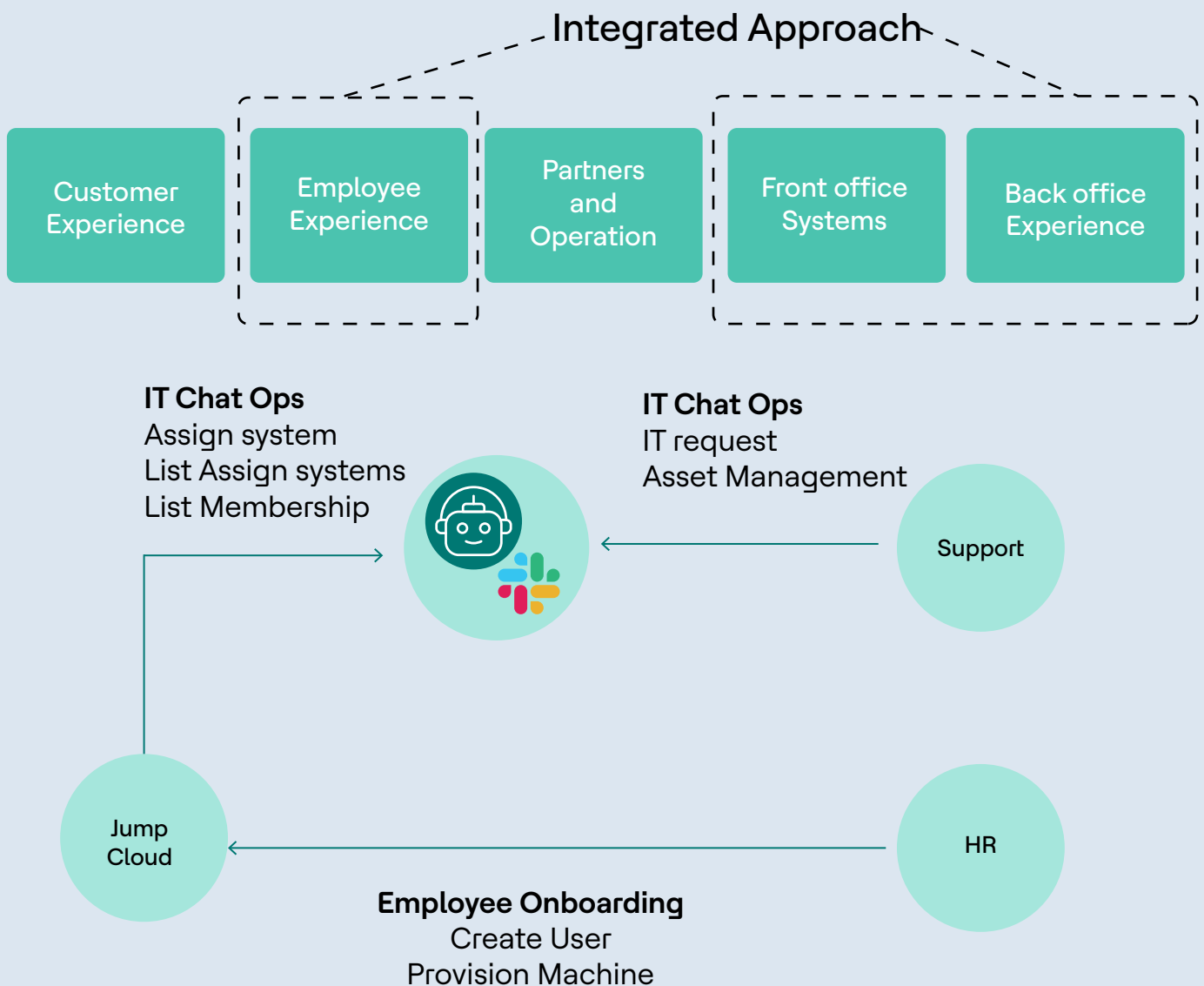


The Solution:

Automating onboarding and turning Slack into a ChatOps Hub

We provided a comprehensive solution by automating the employee onboarding process and transforming Slack into a ChatOps Hub. To achieve this, our IT Team integrated JumpCloud, (the client's cloud directory platform) with Workato's Workbot.

This integration facilitated request management, access provisioning, account creation, and system installation, all through Workbot for Slack, ensuring seamless and efficient operations.



The Impact:

Significant time and resource savings, enhanced efficiency, and improved employee experience (EX) and retention

The implementation of over **200 automations** led to the saving of **3,000 man-hours** across the company within a few months. Additionally, the client experienced a remarkable **75% reduction** in the time taken to install PCs for new employees and a 90% reduction in the time required to build automations with code, significantly enhancing productivity. The integration of Workato's data masking feature

improved data security, and faster approvals, search, and information retrieval streamlined processes. The IT team's efficiency also saw a remarkable **30x increase** in querying the internal directory, further contributing to the company's growth. Overall, the solution drove improved productivity, resource utilization, and employee experience (EX) and retention rates.

