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> "With ServiceNow, we have dramatically simplified our employee onboarding process. We can set up a new employee's IT services in one or two minutes, and ServiceNow gets it right every time."
>
> – Kris Wenzel

This ServiceNow case study is based on an interview with Kris Wenzel, Manager at Yazaki North America.

YAZAKI

About Yazaki North America
Global leader in vehicle power and data solutions

North American Headquarters
Canton, Michigan

Company Size
Over 257,000 employees in more than 40 countries

Industry
Automotive component

Yazaki North America Automates and Accelerates Employee Onboarding

ServiceNow Orchestration Reduces Onboarding Effort by up to 80%

Yazaki is one of the world's largest automotive component makers, with over 257,000 employees in more than 40 countries. The company is a global leader in vehicle power and data solutions, and is a valued supplier to nearly every major automotive manufacturer in the world. Yazaki North America plays a pivotal role in the company's continued success, with 90 office and factory locations across the United States, Mexico and Canada.

As a major North American employer, Yazaki is continually recruiting skilled staff to meet demand for the company's products. It's essential that these new employees have access to the IT services they need to work productively and efficiently. With dozens of people joining the company every day, employee onboarding activities – such as setting up employee accounts – are a key responsibility for Yazaki's IT team.

The Business Challenge
Yazaki's IT organization was committed to providing responsive and accurate employee onboarding services. However, it knew that its existing manual onboarding processes were not up to the challenge. Requests would come in through its legacy incident management system, and IT staff would then provision IT services by hand. Not only was this labor-intensive – it also created quality and consistency issues. For example, IT staff at some locations would forget to create a home directory when they set up a user ID for an office worker.

The Solution
Yazaki had recently evaluated ServiceNow as its platform of choice for ITSM, and decided to tackle employee onboarding as its first ServiceNow initiative. The IT group worked with HR and other teams to characterize the existing onboarding process and agree on clear objectives. According to Wenzel, "By working closely with business owners, we were able to deliver immediate, measurable value with ServiceNow."

Now, Yazaki's HR systems notify ServiceNow when a new employee needs to be onboarded. ServiceNow automatically creates a service request, and populates it with key information contained in the notification – such as where the new hire is located. IT staff simply open this request and check off the IT services that the employee requires – for example, production staff and office staff have different needs. ServiceNow Orchestration then automatically provisions all of these services. As it does this, ServiceNow makes intelligent decisions – such as choosing the right server for an employee's email account based on the person's location.

Yazaki's IT team has enhanced the quality and responsiveness of the services it provides to new employees with ServiceNow.

Case Study

The Results

With ServiceNow, Yazaki has dramatically enhanced the efficiency, quality and security of its employee onboarding process. IT staff no longer have to log in to multiple systems – such as Active Directory, Exchange, and Instant Messaging – to set up a user's services. Instead, ServiceNow automates the complete process. As a result, Yazaki has:

- Reduced employee onboarding time by between 66 and 80 percent, depending on the set of services the employee needs

- Saved over 800 hours per year in onboarding effort by IT service desk staff

- Dramatically increased onboarding accuracy, reducing rework and employee complaints

- Increased security, as IT service desk staff no longer need to use passwords to log into individual systems

Future Plans

Based on the success of its onboarding initiative, Yazaki is already working on extending this platform to employee offboarding. It also sees the potential to address other aspects of the onboarding process, such as assigning office space to new employees. More broadly, Yazaki is starting to move ahead with its overall ServiceNow deployment, including configuration management, change management and incident management – and plans to extend this to asset management and employee self-service after that.

Conclusion

By using ServiceNow to automate employee onboarding, Yazaki's IT team has enhanced the quality and responsiveness of the services it provides to new employees. At the same time, it has significantly reduced its onboarding effort, freeing up resources for other strategic initiatives. According to Wenzel, "For us, ServiceNow has been a real win-win. As we continue to roll out additional ServiceNow capabilities, we only expect these benefits to increase."

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