

Transform Onboarding into a New Competitive Advantage

CHRISTOPHERSON BUSINESS TRAVEL



Christopherson Business Travel (Christopherson) is a corporate travel management company headquartered in Salt Lake City. The company provides client-focused, tech-savvy business travel management services, while also on growth strategies and acquisition opportunities to increase its foothold in a highly competitive market.

To achieve these goals, Christopherson is always on the lookout for better ways to attract and retain top talent. This mindset recently led the company to look internally and survey the workforce about their engagement and various HR processes. Employees responded with a clear request: improve the onboarding experience.



Company:

Christopherson Business Travel



Industry:

Travel Management Services



Number of employees:

255 full-time employees
240 independent consultants



Challenge:

A manual, paper-based, ad hoc onboarding system that took too much time and effort, and subjected the company to compliance risk.



Solution:

HR Cloud Onboard completely automated onboarding, giving HR much more visibility and control over the entire process.



“We use Onboard to set up very detailed workflows, including multi-contributor tasks, notifications, reminders, and dashboards to see exactly where each onboarding experience stands at any given time.”

Miki Loveless
HR Business Partner

In many ways, their feedback was not completely surprising. Elisa Garn, Christopherson’s Vice President of HR and Talent, remembers how they used to onboard employees. “Our previous approach was paper-based, decentralized, and inconsistent,” she explains. “Hiring managers did the best job they could, but they wasted too much time finding the right forms and trying to make sure new hires completed them correctly. We want our managers to focus on leading their teams—not filling out paperwork—so we quickly realized we needed a true onboarding solution.”

HR Cloud stands above the rest

Garn and her team had a clear vision of what they wanted to achieve. “We were looking for an onboarding solution that would let us build a complete, end-to-end process to improve productivity, compliance, and the employee experience,” she says. “We also wanted to establish a partnership approach with our vendor, since we’d be working so closely with their teams.”

Christopherson found exactly what they were looking for with HR Cloud. “As soon as we saw HR Cloud’s Onboard demo, we knew this was the perfect solution for us,” Garn recalls. “We loved that it was extremely simple yet powerful out of the box, but also that we could customize it with advanced capabilities to make it work for us. The fact that Onboard integrated with our HR and payroll systems was also a real benefit, so we wouldn’t have to deal with manual efforts or workarounds. We were sold.”

A completely new onboarding experience

With Onboard, Christopherson has completely redesigned its employee onboarding process, a transformation that led to many significant benefits for the entire company.

For the HR team, the biggest improvements have been related to the complete visibility and control they have over any onboarding process. “We use Onboard to set up very detailed workflows, including multi-contributor tasks, notifications,

reminders, and dashboards to see exactly where each onboarding experience stands at any given time,” says Miki Loveless, Christopherson’s HR Business Partner.

These capabilities have helped her become much more strategic, consultative, and effective in her role. “I can quickly drill down to see why a certain step might be a little delayed,” she explains. “I can then reach out directly to any employee who may need a little help completing a specific task and give them the extra help they need. Sometimes it’s just a matter of letting them know that the next task can’t be completed until they finish this step. That knowledge alone has really streamlined our internal processes.”

Christopherson has improved compliance, too. “New-hire documents contain private, confidential information that can’t be sent over email since it’s not encrypted,” says Garn. “With HR Cloud, we can control all of our onboarding documents and make sure everything is kept private. This is a great benefit.”

A new competitive edge

Now with Onboard in place, Garn is pleased to report that Christopherson employees have come full circle in their view of onboarding. “In our most recent employee engagement survey, onboarding had the second biggest improvement, and our workers now love Onboard,” she says. “There is no way we would have been able to achieve all of this without HR Cloud.”

In summarizing the advantages of HR Cloud, Garn puts it this way. “We want to be the travel management company of choice as well as an employer of choice. We can’t accomplish these goals without making the employee experience top priority. HR Cloud has helped us achieve all of this and more. Not only has HR Cloud had a major impact on our company culture, but it has given us a better way to attract, recruit, and retain top talent.”

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Elisa Garn

Vice President, HR and Talent