

Workforce Onboarding Hyperautomation

March 2021 | FHONBPWPv02



10500 Little Patuxent Pkwy, S. 620
Columbia, MD 21044

855.55.CANDA (22632)
info@candasolutions.com



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Workforce Onboarding Hyperautomation White Paper

SUMMARY

Many organizations today are struggling with Human Capital Management (HCM) including recruiting, hiring, onboarding, retention and processing of cleared candidates. To facilitate, centralize, improve and simplify these processes and services there is a key necessity to orchestrate an integrated and automated solution to improve the candidate experience, using predictive analytics, removing manual touchpoints using hyperautomation, and reduce onboarding timelines and costs.

Candidates who go through a structured, applicant-centric onboarding process are likely to stay for 3+ years (NDIA Vital Signs 2020 Report). Thus, any integrated Human Resource and Security solution deemed successful, must leverage the interdependencies and overlap between internal teams which are part of the onboarding process. It means that there are no “one-size-fits-all” approaches and a robust process is needed to reach the desired effect.

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Finding, recruiting and retaining qualified talent continues to challenge the government contracting sector. Talent shortages and commercial competition for candidates have complicated matters for human capital management leaders.

Source: Deltek 11th Annual Clarity Government Contractor Study

CLEARED WORKFORCE ONBOARDING

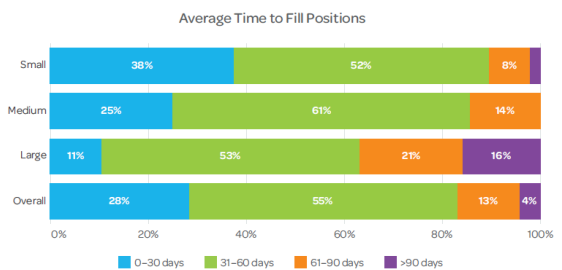
80% of candidates say onboarding directly influences their view of the employer:

- ❖ 64% share negative experience with family & friends
- ❖ 27% actively discourage that employer
- ❖ 60% say more communication is necessary

The key elements of successful onboarding are candidate status updates, measurement, and tracking of the effort for each business unit (HR/Recruiting, Security and Project Management office). There is a cost per various use case to be considered so system capabilities need to align with challenges in evaluating job position requirements, clearance information, and supporting datasets to achieve best possible onboarding timeline and operational efficiency with the highest degree of confidence.

*The **business impact** of shortening and enhancing the candidate onboarding process means **mission and contract success sooner**. Fresh Haystack achieves this through reduced errors in clearance package submittals, forms automation, quicker turnaround times in case handling, applicant prescreening, real-time case monitoring, cost forecasting, accountability of all steps in the processes and the ability to accurately predict when a person may be able to start work and be billable on the contract.*

2020 Deltek Annual Clarity Government Contractor Study



The average time to fill positions remained relatively constant year-over-year. The number of open positions and the time it takes for a new employee to become billable translates to unrecoverable expenditures.

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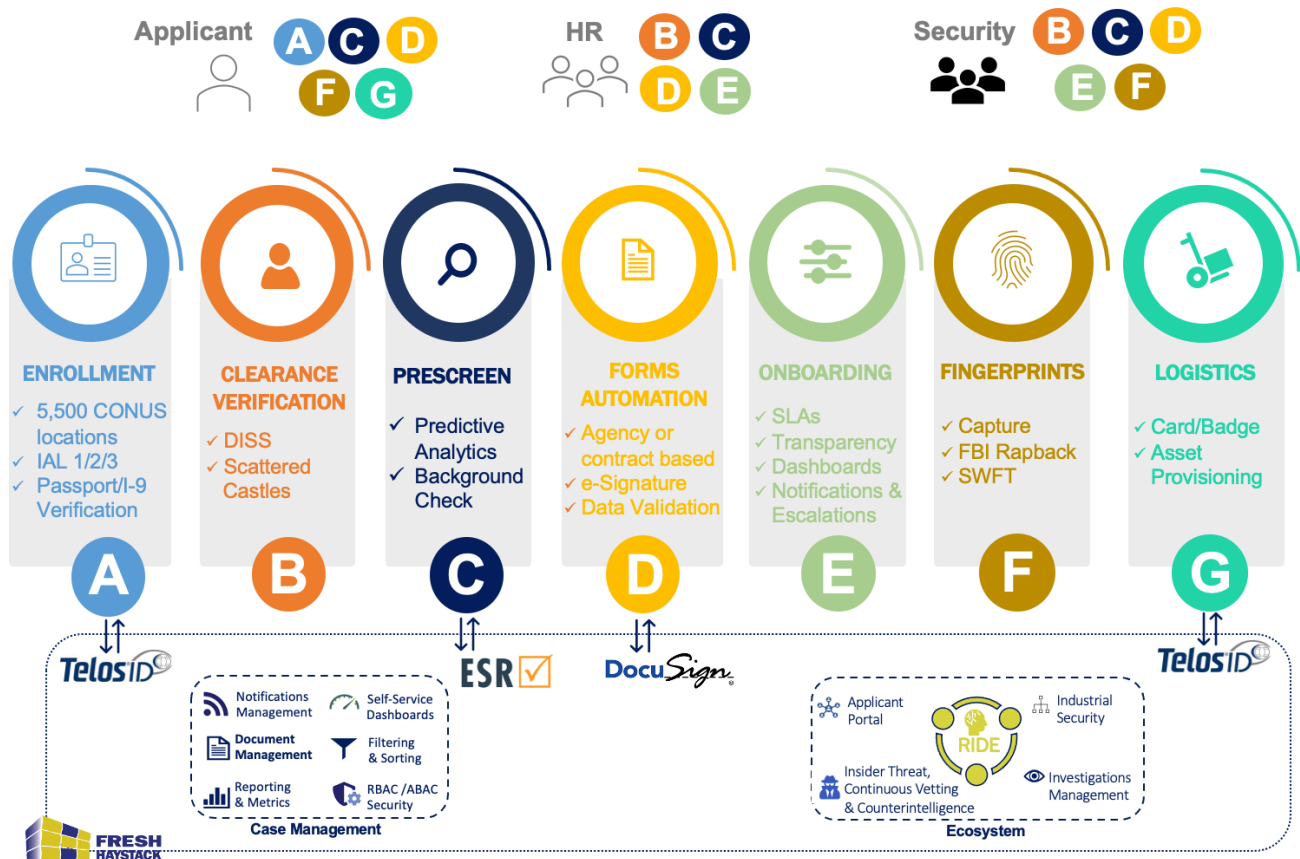
Approach – Hyperautomation for Applicant, HR and Security

The Deltek Government Contracting Industry Study (11th Annual Comprehensive Report) conducted in 2020 found that “finding, recruiting and retaining qualified talent *continues to challenge the government contracting sector*. Talent shortages and commercial competition for candidates have complicated matters for human capital management leaders.” It also discovered that “high turnover rates are affecting all companies, but 47% of large businesses are experiencing 16% or higher turnover”.

Findings in this report are significant and bring onboarding issues and automation to the forefront of the onboarding process. Another major challenge is the pandemic and the new “normal” with many large organizations planning to allow WFH (work from home) for unknown period of time, if not permanently. This shift creates multiple challenges with applicant/candidate enrollment, onboarding procedures, collecting forms and fingerprints, and delivering badges and/or assets to the applicant/candidate.

Fresh Haystack developed a set of services (A to G depicted below) which connect multiple business users and processes to remove bottlenecks in the cycle, enable seamless and automated integrations between Human Resources (Hiring and Recruiting), Project Management, Security and applicants/candidates. We crafted this solution to shorten the onboarding cycle, streamline the overall experience, deliver time savings, and provide hyperautomation customizable to any level of the organizations’ deployment strategy.

This solution brings transparency and accuracy, cost reduction, and faster process speeds to all business units involved as well as continuous improvement and automation metrics. The flexibility of this platform enables any, small or large, organization to *realize time to value with low-cost and low-risk investment*.

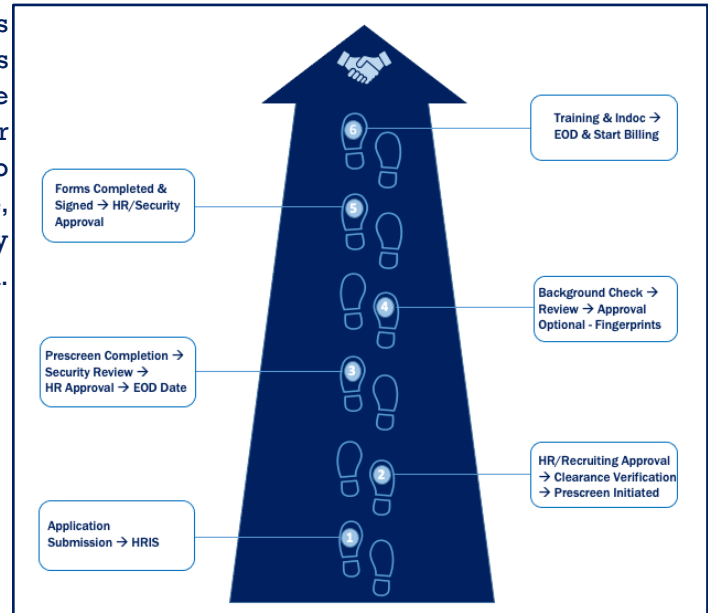


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Applicant Journey

The outcome of the applicant's/candidate's experience while going through your company's onboarding process *matters*. This journey can be mapped out through touchpoints that make it easier for both job seekers, HR/Recruiters, and Security to envision how the process will work. Furthermore, every touchpoint is crucial in the process and is key in the decision to proceed with the job application. The main features of this approach are:

- *Applicant Portal*
- *Forms Automation*
- *e-Signature (built-in with DocuSign)*
- *Applicant, HR & Security team's integration*
- *Fingerprints Submission*
- *Background Checks*



Security Prescreening

Fresh Haystack helps security departments craft narrowly tailored “clearability” questionnaires for use in conducting security prescreening of candidates for positions involving Collateral/SCI clearances and positions of Public Trust. Such a questionnaire includes issues such as criminal conviction resulting in incarceration for one year or more; unwillingness to surrender a foreign passport; mental incompetence, as determined by a DOD-approved psychiatrist; discharge from the Armed Forces under dishonorable conditions; or current unlawful use of or addiction to a controlled substance can trigger an automatic denial. This may also include specific guidance provided by government clients involving their suitability standards such as US citizenship required, which can trigger automatic denials. Lastly, this process allows an applicant to remove themselves from the process and not "opt in" to moving forward which saves time and resources.

Contract Onboarding

Fresh Haystack provides tools for the Program/Hiring/Recruiting Managers to assist with contract onboarding which delivers a self-service for contract document completion, submission, and approval. Typical documents required for Entry on Duty (EOD) may include government wide forms like the OF306, agency specific forms such as DHS 11000-25, contract specific and badge specific forms as well.

Our candidate portal helps applicants fill out, digitally sign (using our partner DocuSign) and submit these forms for PM/Hiring approval. It also assists the PM/Hiring in assembling the packets necessary to submit to the government POCs for EOD, saving countless hours of managing paper forms, emails and fax machines and mailing costs. Each of these forms are retained for audit purposes and the data can be used to resubmit updated forms when renewals are necessary, thus eliminating the redundant yearly fire drill and hours spent on manual data entry. This process also provides impactful **transparency and accountability** in workforce onboarding enabling continuous improvement for all parts of the organization based on metrics, Service Level Agreements (SLA), and response times.

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Population Metrics		Contract Performance Metrics							
Category	Count	Days To Clear						Days Through Security	
Direct	50	Normal		Delayed		Significantly Delayed			
Overhead	10	Average	Median	Average	Median	Average	Median	Average	Median
Inactive	20	7	7	14	14	23	23		
Pending	11	0	0	6	6	12	12		
Unknown	0								

RIDE provides valuable predictive analytics driving *contract specific performance metrics* allowing to accurately estimate EOD (Entry on Duty) date. This capability is unique in the market.

HR/Recruiting/Hiring and PMs using our system can eliminate bench time and issue an offer letter to the candidate based on the Personnel Security Questionnaire (PSQ) they completed via the Applicant Portal and the adjudicative guidelines evaluated by the Security team. The “Days to Clear” ribbon could be changed to “Days to Onboard”, as depicted above. This feature allows users to predict contract start dates which allows for better customer service, planning, and increased contract revenue; furthering the value that the HR and Security team delivers to the business.

CANDA Solutions’ approach is to supply all the building blocks of successful process automation through the Fresh Haystack platform. We picked as our strategic partner - Employment Screening Resources® (ESR) - for delivering built-in comprehensive Background Checks. ESR is a global background check firm and a strategic choice for employers who need *accuracy and compliance* in their background screening programs. ESR is serving more than 244 countries and territories worldwide, more than 50 industries, all 100% of operations are US based and its Certification & Accreditation program puts it in the **top 1%** of screening firms. All data available via ESR is integrated into Fresh Haystack and removed the need for manual data entry and enables automation and analytics in the background check execution and results evaluation.

It is the one and only company providing **real-time compliance** with -zero- FCRA suits or actions and fast turnaround times; 90% of searches returned in less than 32 hours. The Fresh Haystack platform combined with the comprehensive ESR background screening services and solutions empower our clients to make FCRA compliant, informed hiring decisions. In 2020, ESR was named both the **#1 Background Screening Firm for Enterprise Organizations** and **#1 in Quality of Service** by HRO Today magazine in its annual awards. In 2018, ESR won the Tektonic award in the background screening technology category, which recognized ESR Assured Compliance® as innovative and disruptive.

Risk Management as a Service (RMaaS)

The Deltek Government Contracting Industry Study (11th Annual Comprehensive Report) conducted in 2020 found that “companies are increasingly relying on ‘outsourcing for recruitment’, (36%), which is an expensive solution to a potentially broader problem”.

The COVID-19 pandemic accelerated the need for many large organizations to reinvent themselves with a focus on innovation in an attempt to enable technology and streamline their hiring practices, and the marketplace is seeing a shift in this area. In general, companies should increase their investment in human capital management tools to increase innovation and change business processes to drive continuous performance improvement.

The Fresh Haystack platform enables automating the majority of onboarding, HR, and Security processes. The platform further provides the transparency, speed, accuracy, and accountability required for NISPOM and ICD 704 compliant security clearance processing. Our tool does this by implementing industry best practice workflows, business improvement, and automation metrics that are enabled with SLAs, escalations, and



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notifications. These are enabled for any actions taken by an employee or contractor during any workflow step in the system and combined with triggered notifications and escalations as timelines are approached and breached. Currently the most common workflows used in the system are: Prescreen Workflows, Program Management (PM), Suitability & Public Trust, Collateral and Sensitive Compartmentalized Information (SCI) Security, Outgoing / Incoming Visit Requests (OVR / IVR), and Document Control.

CANDA Solutions iRisk Center is well-versed with the Fresh Haystack platform and is ready to assist you with outsourced Onboarding and Security process functions. This will allow your organization to onboard candidates faster and increase billable revenue while cutting operational costs without compliance compromise. Crucially important is that our customers can dedicate more time to their mission and growing business rather than submitting necessary paperwork to the Government.

CONCLUSION

Our mission says it all. We exist to *Empower Enterprise Risk Management*. We are the company that you hire to make hyperautomation a reality. We leverage the latest innovations in everything related to the Personnel / Industrial Security. From the latest trends in Personnel Security, Foreign Travel, Insider Threat Defense, Trusted Workforce 2.0, and Continuous Vetting. Most importantly, it is our dedicated employees that offer the best Customer Service.

Fresh Haystack's modular platform enables the realization of HR and Security integrated system that was previously limited by technology. We believe our solution bridges this gap by converging the candidate, HR/Hiring/Recruiting, Security and Project Management teams. The Security requirements are met by orchestrating activity for corporations to enhance the candidate experience and put applicant in the center of the process via consistent intelligent data-driven decisions that access, track and capture needed information while always delivering time and cost savings, driving revenue for any size Enterprise.

