



MWH Global is a world-leading provider of environmental engineering, construction and strategic consulting services – Asia & The Pacific Region.

Challenge:

To find a Web-based solution to improve the employee onboarding process, heighten employee performance and extend employee tenure.

Solution:

RedCarpet™ from SilkRoad technology

During an extended growth period beginning in 2005, MWH Global's Asia-Pacific operating unit averaged a 15% net annual increase in staff size. However, employee retention issues within the unit negatively impacted average employee tenure. To keep staffing in step with the overall growth curve, MWH was forced into recruiting overdrive to meet the required staffing growth rate.

MWH identified that among the factors underlying their too-high employee turn-over rate were logistical breakdowns in the information and technology portions of the employee onboarding process.

Armed with that insight, MWH's Pam McDiarmid turned to RedCarpet from SilkRoad technology to transform the company's onboarding procedure from a manual and time-consuming paper-dependent process to a more streamlined, reliable and repeatable Web-based process.

McDiarmid's preliminary goals were:

- **reduce error rates**
- **increase operational efficiencies**
- **create tangible time and cost savings**

MWH selected RedCarpet based on its:

- **ease of use**
- **scalability**
- **low total cost of ownership**
- **customization features to exactly suit MWH's existing internal processes**

Since implementing RedCarpet in October of 2006, MWH has efficiently onboarded more than 200 employees using the solution. MWH's customized RedCarpet feature set includes:

Process Visibility: Enables managers and human resources practitioners the ability to follow the entire onboarding process, push through any bottlenecks and ensure new hires are thoroughly acclimated and prepared for their new positions.

Document Control: Automated document, placement, generation and tracking for all new and current employees through a safe and secure system.

Step by Step System Inclusion: Equips IT personnel with a traceable plan to provide new hires the proper computer equipment and confirm they are signed on to all office systems with proper security clearances and confirmations in place.

An Agile, Case Specific Protocol: Ensures that new hires complete tasks and paperwork fully and in the proper sequence.

Information Consistency: Provides assurance that all employees receive the same set of country standardized information.

"Hiring, training and integrating new employees is a complex process involving orientation, paperwork completion, workspace allocation, security clearance and deployment of IT resources such as laptops and Blackberrys. RedCarpet has provided our human resources personnel with a tool to control and make employee onboarding a smooth, efficient and personally welcoming process."

- Pam McDiarmid, MWH Global

Through this customized feature set MWH Asia and Pacific has experienced:

- increased employee tenure
- overall onboarding process transparency
- reduced time to "full onboard"
- employment form digitization (from paper to digital data collection)
- better defined onboarding "best practices" to share with other company operating units

"The transparency of the RedCarpet solution has allowed MWH Global in the Asia & Pacific region to conduct complex approval transactions in a completely paperless environment," said Pam McDiarmid, business analyst and special projects manager for MWH Asia & Pacific.

"RedCarpet has fused the human resources and business departments by creating clearer responsibility allocations and opening up communication lines to assure all new employees experience a seamless transition into our workforce."

