

CUSTOMER NAME:

New Gold Inc.

INDUSTRY:

Mining

DESCRIPTION:

New Gold Inc. is a Canadian focused gold mining company with two producing assets in Canada. New Gold's vision is to build a leading gold company that is committed to the environment and social responsibility.

THE CHALLENGE

A cumbersome onboarding process required too many manual steps and was difficult to track.

THE SOLUTION

New Gold chose to implement SuccessFactors Onboarding with the help of CONTAX.

THE RESULTS

With Onboarding through SuccessFactors, New Gold now has a smooth process for their new hires utilizing the onboarding portal to share information.

SAP SuccessFactors

NEW GOLD IMPLEMENTS SAP SUCCESSFACTORS ONBOARDING

After successfully implementing SuccessFactors Recruiting, New Gold turned its sights to the next step in the process, which was onboarding. As a mining company, with several different sites, onboarding was time consuming and involved many touches that were all manual.

New Gold partnered up with CONTAX to implement SAP SuccessFactors Onboarding. It will allow them to complete all of the steps from an offer letter through to tax forms and training requirement.

The Challenge

With a constant influx of new hires for their many mining sites, keeping track of where they are in the onboarding process, sending out documentation and collecting information was time consuming for the HR team. They needed a way to automate as many of these steps as possible and reduce the time it took to onboard a new hire.

They were looking for a way to push information out to the recruit easily and collect information automatically without requiring the manual data entry of all of this information.

The Solution

New Gold chose SuccessFactors Onboarding. Since they had already been using SuccessFactors Recruiting for a year, Onboarding was the logical next step in improving their HR processes. They were hoping to achieve a simpler process that was more streamlined.

With SuccessFactors Onboarding, we now have another tool to use to ease the manual burden on our HR team, allowing our Human Resources professionals more capacity to make meaningful impact on our culture and operations. With CONTAX's help, we are looking forward to seeing what else we can provide to our workforce in SuccessFactors.

The Benefits

With Onboarding now implemented, the New Gold HR team, can still maintain differences in their process for their different sites. For example there may be different tax documents to complete depending on the location or different safety training that must be completed.

All paperwork can now be completed online by the new hire. This includes tax documents, signing forms and policies and verification of personal information. This information is automatically transferred into SAP where applicable.

Workflow is set up to trigger automated alerts to the respective parties at different stages of the process. For example letting HR know that the paperwork is complete, or letting the new hire know there is a form ready for them to fill out. It can pass on collected information to the right departments for example letting them know the size of PPE selected so it is ready for their first day. This information can also be sent to outside parties.

All of this is completed in an onboarding portal where the employee can see the onboarding process, read up on additional documentation and schedule meetings with HR.

What's Next?

With the success of Recruiting and now Onboarding through SuccessFactors, New Gold is going to move on to Performance and Goals within SuccessFactors

- Brianna Maurer, CPHR
Human Resources Generalist