

INDUSTRY CASE STUDY

# HOSPITALITY

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## HR PROCESS AUTOMATION

Onboarding cut from 48  
hours to **minutes**

**Minutes**

TO ONBOARD

**95%+**

LESS PROCESSING TIME

**0**

ENTRY ERRORS

**6 mo**

TO FULL ROI

# Onboarding cut from 48 hours to minutes

A multi-site hospitality group's paper-based HR system left new hires waiting up to 48 hours for credentials — and departing employees keeping access too long. Simpatico automated the whole employee lifecycle on the Microsoft tools they already owned.

| CLIENT                       | SECTOR      | ENGAGEMENT                          | ROI             |
|------------------------------|-------------|-------------------------------------|-----------------|
| Multi-site hospitality group | Hospitality | Onboarding & offboarding automation | Within 6 months |

## THE CHALLENGE

### New hires waiting, ex-employees still logged in

Hospitality runs on frequent staff changes — and this group's paper-based HR process couldn't keep up. Every hire and every departure meant manual forms, re-keyed data, and a handoff between HR and IT that broke down constantly.

#### Paper-based HR

01

Frequent staff changes ran through manual forms and data entry, causing delays in granting or removing system access.

#### 48-hour credential waits

02

New hires sat unproductive for up to two days waiting for system access — frustrating managers and burning payroll.

#### Lingering access

03

Departing employees often retained system access longer than they should — a standing security and compliance risk.

#### HR-IT breakdowns

04

Communication gaps between HR and IT produced data entry mistakes, skipped steps, and inconsistent processes across sites.

# The employee lifecycle, redesigned and automated

As their Managed Intelligence Provider, Simpatico didn't just digitize the forms — it rebuilt HR process automation end to end on the company's existing Microsoft ecosystem.

1

## Discovery & design

A deep analysis of the onboarding and offboarding processes mapped every manual task that caused delays and errors — before any automation was built.

MAP EVERY MANUAL TASK

2

## Built on Microsoft they already owned

Automated workflows replaced the paper processes inside the client's existing Microsoft ecosystem — no new platform to buy, learn, or maintain.

NO NEW SOFTWARE NEEDED

3

## Instant provisioning & deactivation

User provisioning, system access, and termination were standardized and executed instantly — with automated compliance checks built into every workflow.

ACCESS IN MINUTES

4

## Business alignment

Each automation was built against the HR goals that mattered: stronger compliance, less administrative burden, and quantifiable ROI through consistency and time savings.

MEASURABLE ROI

## THE RESULT

# Days of waiting, gone in the first month

HR process automation cut onboarding and offboarding from 24–48 hours to just minutes — near-instant system access and deactivation, standardized across every site.

**Minutes**

to onboard or offboard  
was 24–48 hours

**95%+**

less processing time  
per transition

**0**

manual entry errors  
and no skipped steps

**6 mo**

to full ROI  
time + labor savings

## BEYOND SPEED

### Offboarding is a security control

Fast onboarding gets the attention, but instant offboarding is where the risk lives. Under the old process, departing employees kept system access for days. Now deactivation fires the moment someone leaves — closing the gap that keeps compliance officers up at night, consistently across every location.

And with hundreds of hires and terminations a year now handled automatically, HR and IT staff were redeployed from paperwork to higher-value initiatives — the same people, doing more strategic work.

**"Every hour an ex-employee keeps access is an hour of risk."**

→ Access deactivation **instant**

→ Lingering-access risk **eliminated**

→ HR & IT staff **redeployed to strategic work**

→ Hundreds of transitions / yr **fully automated**

## HOW WE HELPED

### What a Managed Intelligence Provider does

#### Strategic Process Design

HR workflows reimagined around compliance, speed, and operational efficiency.

#### Automation & Scale

Lifecycle management automated for hundreds of hires and terminations per year.

#### Business Intelligence Integration

Real-time visibility into workflow completion, accuracy rates, and time-to-provision.

#### Continuous Optimization

Ongoing enhancements so the automation evolves as the organization grows.

# HR process automation, answered

## Can employee onboarding be automated?

Yes. In this case study, a multi-site hospitality group cut onboarding from 24–48 hours to just minutes. Automated workflows handled user provisioning, system access, and compliance checks the moment HR entered a new hire — no paper forms, no re-keying between HR and IT, and no new hire sitting idle waiting for credentials.

## How does automated offboarding improve security?

Manual offboarding leaves departing employees with system access for hours or days — a real security and compliance exposure. Automated offboarding deactivates access instantly and consistently the moment a departure is processed, across every site. In this engagement it eliminated lingering-access risk entirely while keeping an auditable record of every deactivation.

## Do you need new software to automate HR processes?

Usually not. This entire HR process automation was built inside the client's existing Microsoft ecosystem — the tools they already owned and their teams already knew. That meant no new platform to purchase, no additional licensing, and a much faster path to adoption and ROI.

## How much time does HR automation save?

In this case, processing time dropped by more than 95% — from 24–48 hours per transition to minutes — across hundreds of hires and terminations a year. Manual entry errors and skipped steps were eliminated, HR and IT staff were redeployed to higher-value work, and the company reached full ROI within six months.

## What is a Managed Intelligence Provider (MIP)?

A Managed Intelligence Provider goes beyond traditional IT support to design intelligent, automated workflows aligned with business goals. As this group's MIP, Simpatico redesigned the employee lifecycle, automated it on existing Microsoft tools, delivered real-time visibility into HR metrics, and continues optimizing as the organization grows.

LET'S TALK

# Is your onboarding still measured in days?

If new hires wait for access, ex-employees keep it too long, or HR and IT run on paper handoffs, automation can fix all three — probably on the tools you already own.

[Schedule a Strategy Session](#)



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