GoCo

**3 in 30: 3 Benefits of Using GoCo and Verified First in 30 Minutes**

# 3 Ways to Navigate the Onboarding Journey with Confidence and Efficiency

# Agenda

*Why it matters & how to do it in GoCo and Verified First*

Introductions

Simplify the onboarding process

Ensure compliant background checks

Tie all the pieces of onboarding together...seamlessly

Q&A

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# Meet the Speakers



**Kayleigh Hansen**

Marketing Campaigns
Manager

GoCo



**Marisol Getchell**

Product Marketing
Manager

GoCo



**Andy Perkins**

Partner
Manager

Verified First

# About GoCo

GoCo's mission is to **empower HR pros and automate manual tasks** so they can focus on growing **happier, healthier, and more productive teams**

**Everything you need to support your team and automate any HR workflow**
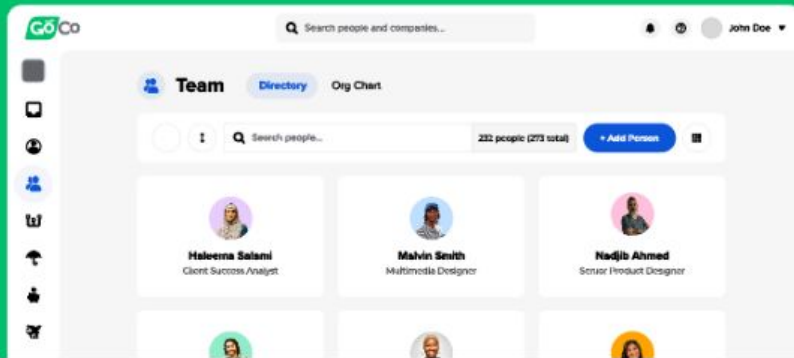
- Payroll
- Benefits
- Time
- Onboarding
- E-Sign Documents
- Reports
- Performance Reviews
- Workflows
- Messages

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Search people and companies...

John Doe

Team | Directory | Org Chart

Search people... | 232 people (273 total) | + Add Person

Haleema Salami
Client Success Analyst

Malvin Smith
Multimedia Designer

Nadjib Ahmed
Senior Product Designer

> GoCo has really held our hands through everything. We really see GoCo as our partner, not just a service provider.

★★★★★

**Darby D.**
Product Operations Manager

> GoCo helped us improve our relationship with our employees because they started to see that we were taking steps to ensure that they were being treated properly, and that they were receiving the attention that they needed.

★★★★★

**Erica R.**
HR Manager

> Every year [during open enrollment], I would have sleepless nights just trying to get people to finish their paperwork on time. With GoCo, the process is just so much easier.

★★★★★

**Robin G.**
VP of HR

**HAPPIEST CUSTOMERS IN THE INDUSTRY**

# 5 ⭐ Client Success

- Dedicated client success managers
- Fast, hands-on implementation
- Training for admins and employees
- Strategic partners, not just customer support

**Capterra**
★★★★½ 4.7

**Software Advice**
★★★★½ 4.73

**G2**
★★★★½ 4.7

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# ABOUT VERIFIED FIRST

Verified First is a fast-growing tech company on a mission to deliver cutting-edge HR technology that transforms the way organizations protect their people.

**Our Solution:**

Verified First offers a range of digitized services via our portal and browser integrations — including background checks, drug screening, employment and education verifications, and I-9 and E-Verify.

Verified First

Workforce HOT·LIST

500 Technology Fast 500
2019 NORTH AMERICA
Deloitte.

HRO TODAY Baker's Dozen
Customer Satisfaction Ratings
PRE-EMPLOYMENT SCREENING
2021 Midsize Program Winner

Inc. 5000
AMERICA'S FASTEST-GROWING PRIVATE COMPANIES

ACCREDITED PBSA
PROFESSIONAL BACKGROUND SCREENING ASSOCIATION
UNITED STATES EMPLOYMENT SCREENING

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# The ups & downs of onboarding

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# The onboarding process...

### What people think onboarding entails:

- Filling out paperwork
- Meeting the team
- New hire meetings
- Diving into the role

### What onboarding actually entails:

- Pre-first day preparation
- Orientation and welcome
- Paperwork and compliance
- Role-specific training
- Company culture and values
- Technology and tools
- Performance expectations
- Feedback
- Benefits review
- Professional development
- Employee resources
- Social integration
- 30-60-90 evals

# Poll

Describe your company's current onboarding process:

A.   Mostly digital

B.   Mostly paper-based

C.   Totally digital

D.   Totally paper-based

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# Key onboarding stats

Just 12% of US employees say their organization has a good onboarding process. [1]

The average new hire is expected to complete 54 activities during their onboarding process (which also means the average HR leader has to help prepare and execute those 54 activities...for every new hire). [2]

Sources: 1. Exploding Topics, 2. Oak Engage

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# Common onboarding challenges

## *HR PROS*

### Standardization and Consistency

*41% of employers think that not having a structured onboarding process is detrimental to their organization.* [1]

### Resource and Time Constraints

*2 in 5 HR managers spend at least 3 hours collecting onboarding information manually.* [1]

### Managing Paperwork

*58% of organizations say their onboarding program is focused on processes and paperwork.* [2]

## *NEW HIRES*

### Information Overload and Lack of Clarity

*81% of new hires say they feel overwhelmed with information during the onboarding process.* [1]

### Integration into Company Culture

*79% of employees say onboarding programs help them understand company culture (...whether that's good or bad).* [1]

### Feedback Mechanisms

*Employees are 2X as likely to be actively disengaged if they are ignored by their manager.* [2]

Sources: 1. Strong DM, 2. Oak Engage

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# Poll

What does your organization struggle with when it comes to onboarding? (Select all that apply)

A.   Standardization and Consistency
B.   Resource and Time Constraints
C.   Managing Paperwork
D.   Information Overload and Lack of Clarity
E.   Integration into Company Culture
F.   Feedback Mechanisms

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# Why onboarding is more than "just a day"

A comprehensive, streamlined, and organized onboarding process is of paramount importance for both organizations and their newly hired employees. Such a process offers a multitude of benefits that extend well beyond the initial orientation period.

It contributes to employee satisfaction, productivity, and retention while also ensuring legal compliance and promoting a positive workplace culture.

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# Onboarding & technology

| BEFORE TECH | | AFTER TECH |
|---|---|---|
| Filling out paperwork manually | ➡ | Reduce the administrative burden |
| Lack of compliance regulations | ➡ | Built-in compliance |
| Constantly repeating information | ➡ | A centralized online portal with easy access |
| Manual or dispersed feedback | ➡ | Digitized feedback and performance metrics |
| Task tracking through spreadsheets | ➡ | Real-time visibility into onboarding progress |
| Manual legal verification | ➡ | Automatic legal verification |

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# Why does this matter?

Hammer Down's one-woman HR department hired and onboarded more than 100 employees in a matter of months, a feat they say wouldn't have been possible without GoCo.

"We are definitely more scalable now because of GoCo. We send new hires an email with the link and they complete their stuff. There's no email going back and forth, no paper—it's all right there."

Melissa Chad · Controller · Hammer Down

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# Organizations with strong employee onboarding can increase retention by 82%.

- Enhanced Productivity
- Improved Job Satisfaction
- Faster Integration
- Reduced Turnover
- Legal and Compliance Adherence
- Consistency and Standardization
- Employee Engagement
- Long-term Growth and Development:

1

Sources: 1. Exploding Topics

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Benefit #1

# Simplify the Onboarding Process

**Benefit #1**

# Simplify the onboarding process

1 in 3 companies use more than 10 different recruitment and onboarding solutions.

In an era where efficiency, precision, and personalization are paramount, the significance of automated systems cannot be overstated.

They empower HR professionals to craft tailored onboarding journeys, effortlessly initiate experiences, and automate associated tasks...revolutionizing the onboarding process.

**Benefit #1**

# The Pros to Simplifying the Onboarding Process

- Start your candidates off on the right foot with a totally digital, delightful hiring experience they can complete in minutes from anywhere.
- Turn docs into fillable forms with data fields you can store and report on.
- Customize each experience so employees only complete steps relevant to their job and department.
- With automated enrollment experiences, employees will be prompted to find the right benefits plan for their families on time and enroll in minutes.
- Streamline the collection of necessary payroll data from general employee info to direct deposit, W-4 and state tax withholdings.

**Benefit #1**

# Start Engaging from Day 1

- Customizable & templatizable
- Automated & paper-free
- Auto-generated tax forms
- Anytime, anywhere

**Benefit #2**

# Ensure Compliant Background Checks

**Benefit #2**

# Ensure compliant background checks

Compliance is the backbone of the background screening industry.

- Fair Credit Reporting Act (FCRA)
- State Legislations
- Ban-the-Box
- Clean Slate Laws
- Authorization & Disclosures

# WHAT'S THE **COST OF A BAD HIRE**?

## $4,129
AVERAGE COST TO HIRE

## 6–9 MONTHS
SALARY TO REPLACE AN EMPLOYEE

### LET'S PUT THAT INTO PERSPECTIVE

For an employee that makes **$60,000** per year, recruiting and training costs **$30,000 - $45,000** on average!

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# HOW TO BUILD A **COMPLIANT STRATEGY**

Develop and refine screening policies

Provide disclosure, get consent

Make a contingent job offer

Outsource a screening provider

Review the findings

Provide Adverse Action Notification

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# HOW **SCREENING** IMPACTS YOUR ORGANIZATION

Organizations using background screening are **3 times more likely to improve time to fill.**

**2x**

**3x**

**2x**

Organizations using background screening are **2 times more likely to improve quality of hires.**

Organizations using background screening are **2 times more likely to improve recruiter satisfaction.**

# HOW **SCREENING** IMPACTS YOUR ORGANIZATION

**Improves:**

- ✓ Retention of quality employees
- ✓ Candidate experience and engagement
- ✓ Accuracy of hires
- ✓ Data consistency and accuracy

**Screening with Verified First:**

- ✓ Streamlines the hiring process
- ✓ Reduces data entry
- ✓ Increases compliance
- ✓ Connects to GoCo and 130+ HR solutions
- ✓ And allows time for value-added initiatives



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Benefit #3

# Tie All the Pieces of Onboarding Together...Seamlessly

# BENEFITS OF INTEGRATED SCREENING

*When companies used texting as their primary form of communication with candidates:*

## 69%
Sixty-nine percent had **improved first year retention**

## 70%
Seventy percent **reduced their time to hire**

— *Statistics from Aptitude Research, 2019*

## OUR INTEGRATION
✓ No integration fees
✓ Integrate with one of 130+ HR solutions
✓ Connect in <15 seconds via browser extension
✓ Never leave your HR solution

## OUR EASE OF USE
✓ Easy login/access
✓ Candidate status updates
✓ Customizable packages & a la carte ordering
✓ Report view & customization
✓ SMS text capabilities

## OUR COMPLIANCE
✓ Built in compliance tools
✓ Pre-adverse action options
✓ User permissions/access settings
✓ Multi-factor authentication
✓ PBSA Accreditation

## OUR SUPPORT
✓ Turnaround time transparency
✓ Responsive client support team
✓ Client Resource Center
✓ No long-term contracts or monthly/annual minimum screen requirements

**See it in action!**

**Q&A**

# Questions?

Were we not able to get to your question?
Reach out to GoCo at kayleigh.hansen@goco.io.
Reach out to Verified First at partner@verifiedfirst.com.