SAVING TIME AND MONEY: Valmet Automotive efficiently manages annual influx of 1,000 new employees

Valmet Automotive is a leading Finnish automotive service provider with a history dating back to 1968. It has operations in Finland, Germany, Poland and Spain. The company has a car manufacturing plant in Uusikaupunki, Finland, which manufactured a record-breaking 90,000 vehicles in 2017. The booming business has led to large-scale recruitment processes that have bolstered the corporation's staff up to 6,000 members.

Controlling the influx of new employees is a must. Efecte Edge helps Valmet Automotive process requests quickly and transparently.

"Controlling 5,000 identities and 29,000 assignments is difficult using Excel. 1,400 requests each month lead to roughly 5,000 emails, and controlling all that without a proper tool would be very time-consuming", explains Petri Nieminen, ICT Service Delivery Manager at Valmet Automotive. "You need a system with workflows, like Efecte Edge, to manage it efficiently."

EFECTE EDGE AS A ONE-STOP-SHOP

The growth is happening during a time of digitalization and Valmet Automotive wants to take advantage of technologies that make such rapid expansion more manageable. The company seeks to reduce the number of unnecessary emails and phone calls and instead handle information and requests in a more-efficient manner. In January of 2018, Valmet Automotive implemented Efecte's solution to help organize information. Valmet Automotive mainly uses Efecte Edge for identity management and equipment requests, providing their staff with an easy self-service portal.

"Ease-of-use was our top priority. Whenever a new employee comes in, they need basic equipment and access rights. We wanted to have all that centralized in one location and use Efecte Edge as a one-stop-shop", Nieminen recalls.

When Efecte's solution was implemented, Valmet Automotive was managing roughly 29,000 assignments and 1,400 requests each month. With the company planning to recruit 1,000 new employees in 2018, easy onboarding and offboarding is essential. In the past, requests had to be made and delivered separately using several platforms. Now everything is done using Efecte Edge, which has allowed time to be used in a more productive manner.

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We were not well organized. After a request had been submitted, checking its handling and status was not easy enough and managers had to use their valuable time to stay on top of this information. We want employees working from day one, which means they must have immediate access to their basic tools.

CLIENT BENEFITS: ✓ *Transparency of information*   ✓ *Control and security*   ✓ *Automated workflows*

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VALMET AUTOMOTIVE

CONTROL, SECURITY AND SAVINGS

Valmet Automotive has centralized all equipment requests – from work stations and phones to production equipment – to Efecte's self-service portal and also offers a live chat with a helpdesk. Managing access rights is much more efficient and direct, and managers have an easier time staying on top of things. This provides more control, better security and cost savings. Valmet Automotive has also been able to create standardized equipment packages for different roles, which helps the company prepare for a new employee's arrival by making sure everyone has what they need to work.

Efecte Edge also produces easy, up-to-date online reports which provide valuable help with internal and external audits. This has provided Valmet with increased security and reduced the risk of errors. Everything can be tracked accurately, and the company has been able to set up a significant amount of automation in line with these principles.

"We use automated provisioning to reduce manual work. When someone sends in a request for access rights, it is provisioned automatically once it has been approved. This means less work by hand and less risk of error. Automation is very important to us. We can also copy one employee's access rights to a new employee starting in a similar position. This role-based approach is something we intend to increase in the future", Nieminen adds.

"With Efecte Edge, users can see the status of their request. Transparency has improved the flow of information and reduced unnecessary disturbance. End-users can easily follow the tickets they create. Whether it's an equipment request, error notice or live chat, they can follow the status in one place. There is no longer a need to call around to get information", Nieminen says.

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