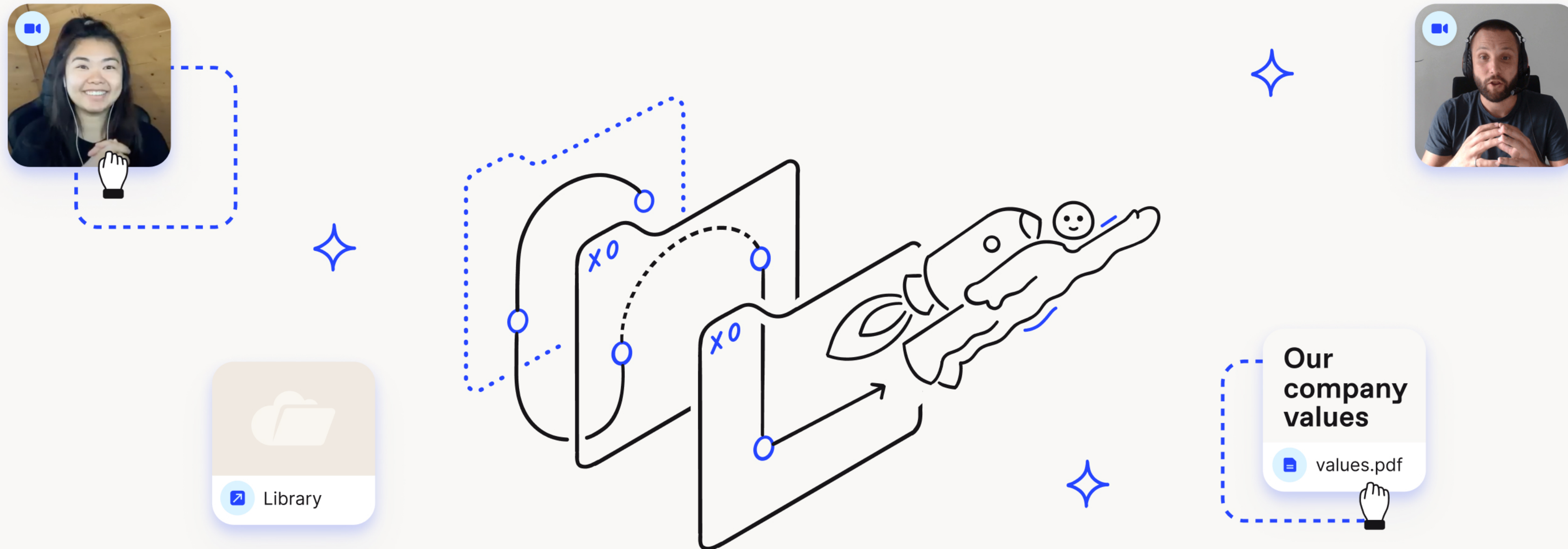# How an edtech company elevated their onboarding experience with Workleap

workleap Onboarding ♡ ☾ CERTUS

Certus is a leading educational technology and professional certification company that delivers their full suite of digital training content through a single, best-in-class **Learning Management System.**

We go to market through a suite of brands and companies that offer training and credentialing solutions to learners at every level — from trusted industry brands, such as **Amazon** and **Microsoft**, to individual students and skilled professionals. Our diverse course catalog offers digital and in-person training for an ever-growing list of regulatory-driven end markets in sectors including technical skills, workplace safety, workforce development, professional services, continuing education, and more.

3.4M+ students served annually

# 2023 Great Place To Work™ recognizes Certus as a top employer

100 new hires successfully onboarded in the last year via Workleap Onboarding

Initial Challenges

Before implementing Workleap Onboarding, Certus faced significant challenges in the onboarding process. There was a lack of a clear path and understanding of what was required for a new hire's integration within their team and the company. While compliance-related tasks were in place, they were not effectively communicated to new hires. The main issue was communication, which hindered a smooth onboarding experience.

New hires encountered various pain points during the onboarding process before Workleap Onboarding. They were unclear about what was expected from them on their first day and throughout their first week. This ambiguity extended to aspects like equipment setup, HR benefits meetings, manager introductions, and the overall structure of the first week. Managers also grappled with understanding the timeline for HR tasks and the transition of new hires into their roles.
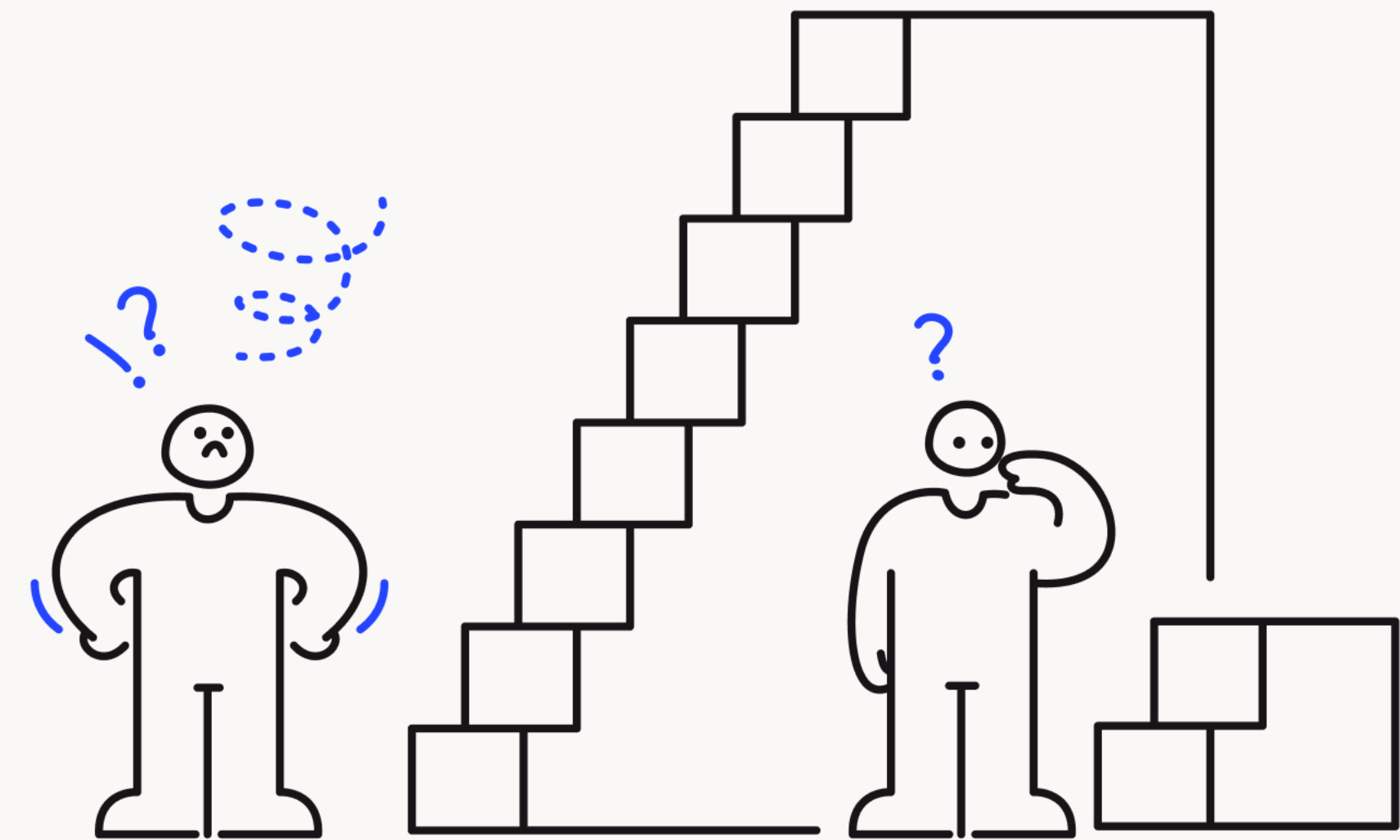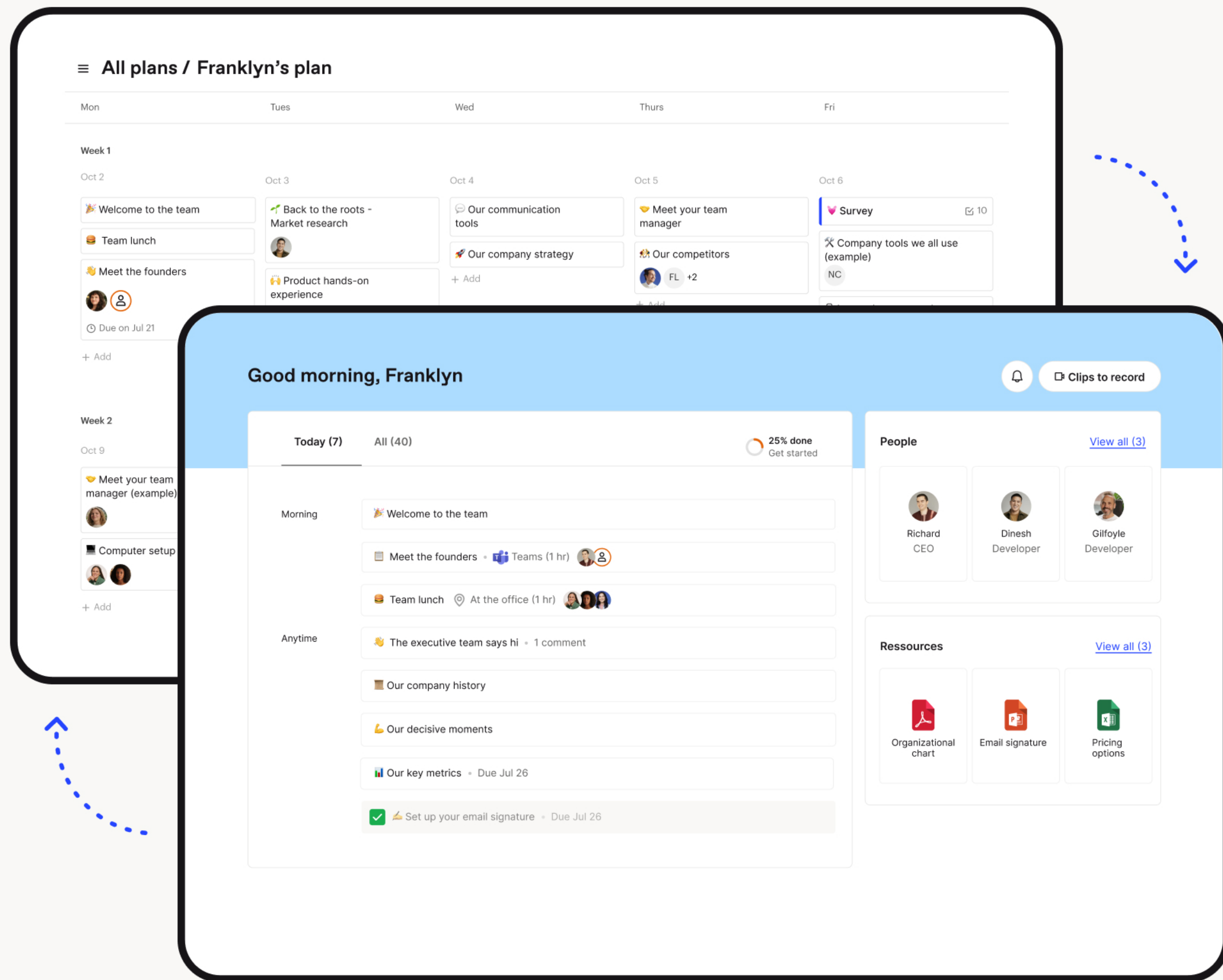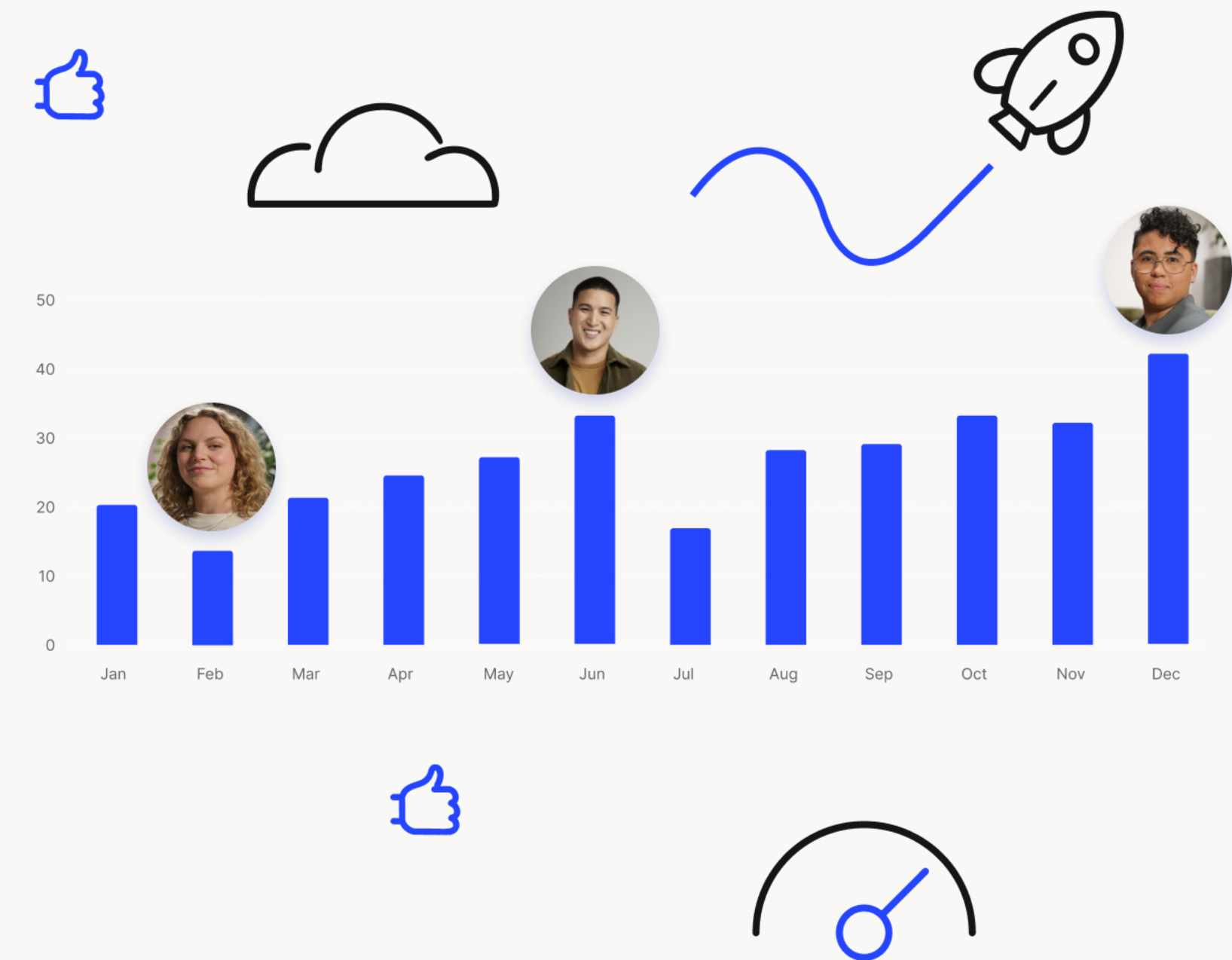
Adopting Workleap Onboarding

Certus set clear objectives for integrating Workleap Onboarding into their onboarding process. Their primary goals included improving communication and streamlining the onboarding process for all new hires and hiring managers. The aim was to provide a consistent and clear onboarding experience, regardless of the role within Certus.

The pre-built onboarding templates of Workleap Onboarding were very helpful in providing guidance and establishing a solid foundation for our upcoming onboarding plans. And because they are reusable, it facilitated the process a lot when you are hiring a lot of people at the same time.

Impact of Workleap Onboarding

Workleap Onboarding played a pivotal role in addressing the onboarding challenges at Certus. It provided a comprehensive solution that streamlined all new hire activities, creating a standardized onboarding experience across different roles. The platform established a clear communication path for cross-functional support, benefiting both IT teams and hiring managers.

"The introduction of Workleap Onboarding brought significant improvements to the onboarding experience at Certus. New hires now have a structured daily agenda, clear expectations for their integration, and seamless communication channels with the HR team, their manager, and the IT department. This consistency ensures that every new hire is welcomed to Certus in the same way, fostering a sense of belonging and clarity."
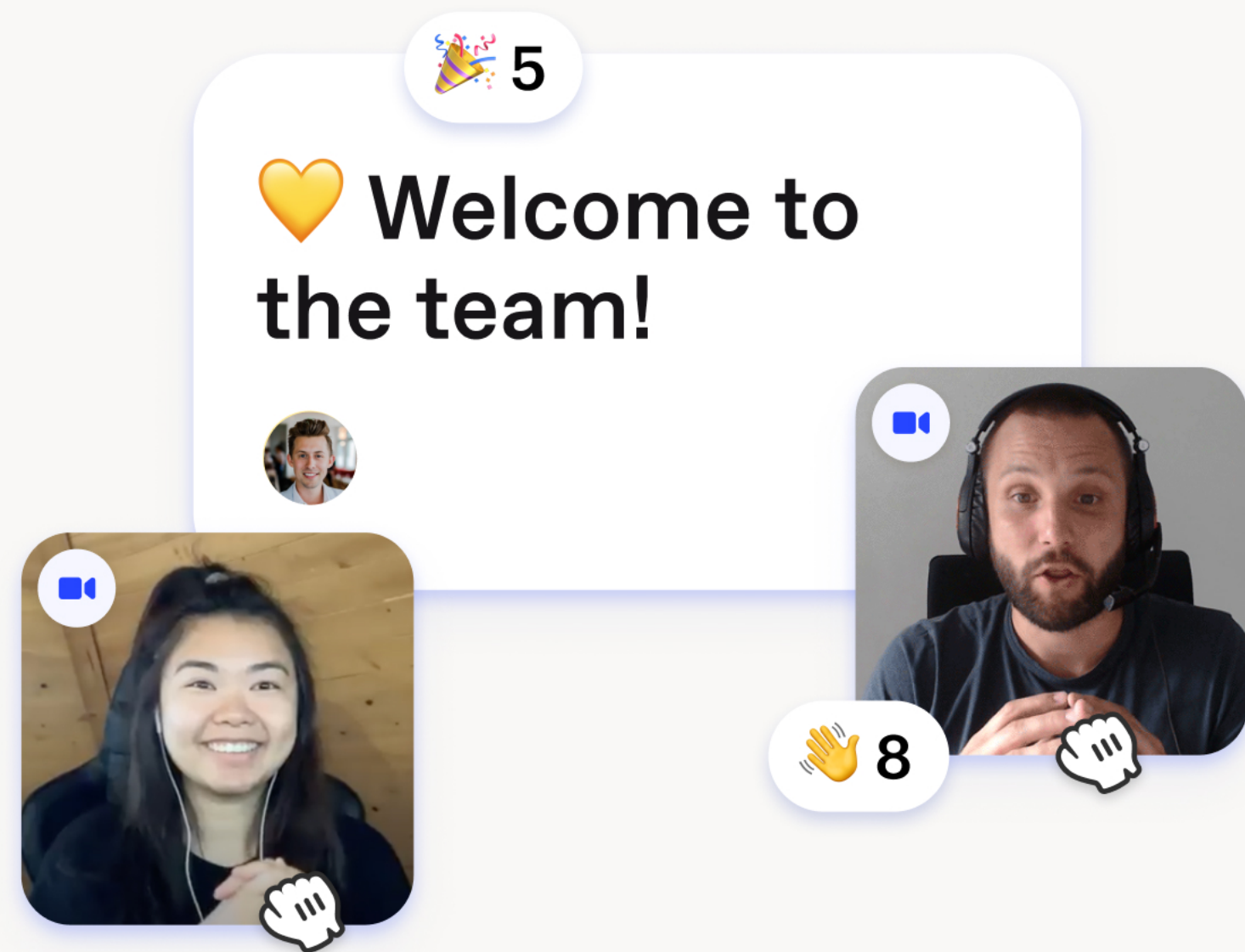
Achievements with Workleap Onboarding

Certus completed more than **100 onboarding plans** with Workleap Onboarding in the past year. The adoption of Workleap Onboarding has transformed Certus's employee onboarding process. New hires now perceive Certus as a large company that invests in their success. This perception contributes to improved employee retention and overall operational efficiency.

Certus is currently in the process of implementing onboarding surveys to measure and improve the onboarding process. These surveys will provide valuable data to assess what's working well, identify areas that require improvement, and ensure Certus maintains its best-in-class onboarding standards, and improve the onboarding process based on feedback from employees.

"Workleap Onboarding has not only addressed Certus's initial onboarding challenges but also enhanced communication, consistency, and overall employee satisfaction. The transformation brought about by Workleap Onboarding showcases the importance of a streamlined onboarding process in ensuring a positive employee experience at Certus."

TANYA WIGGINS - HR MANAGER @ CERTUS

Ready to streamline your onboarding process and wow your new hires with Workleap Onboarding?

Schedule a demo today →