



The future of IT onboarding

How AI-ready iPaaS is **changing the face of IT onboarding**



Joiner



Administrator

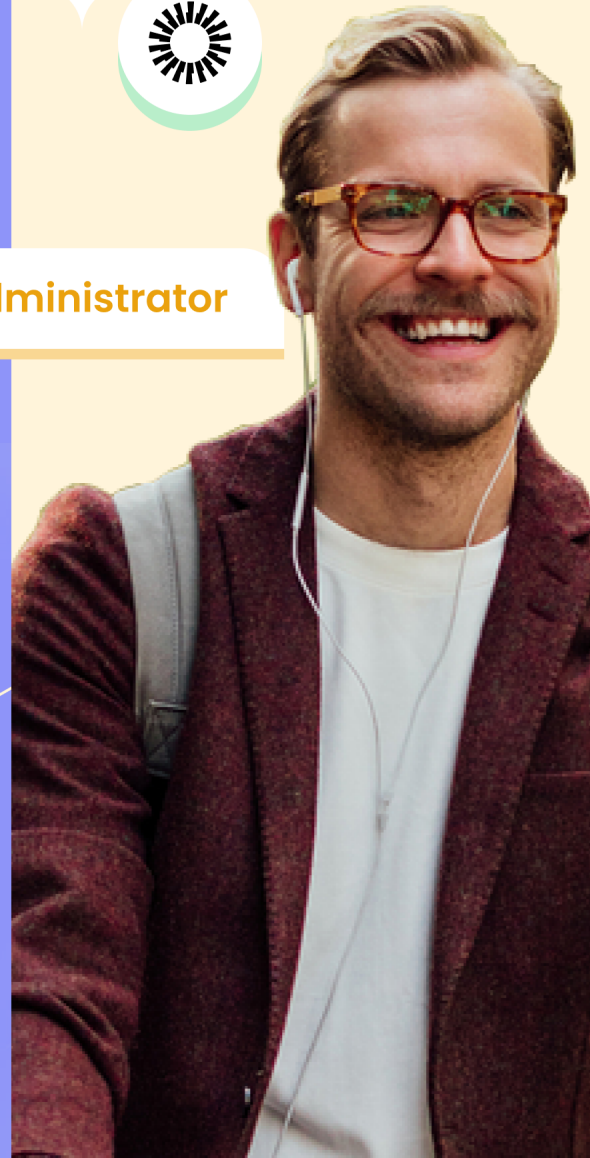


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Introduction

Onboarding a new hire shouldn't be the start of IT's headaches. Yet, inefficient processes, scattered systems, and time-consuming manual tasks are keeping IT teams from focusing on strategic initiatives. The longer it takes to get new employees up and running, the more time, resources, and opportunities slip through the cracks.

“Every time a new employee was onboarded or offboarded, our HR, IT, recruiting, and procurement teams would be tasked with manual work such as replicating profiles across disparate applications. We had four full-time employees working only on onboarding. End-to-end, the process was incredibly time-consuming, tedious, and error-prone, taking approximately 10 days to onboard a single user.”



Theo Martin
Director of Support at Beyond Finance
beyond.

Here's the good news: AI-ready iPaaS (Integration platform as a service) is reshaping IT onboarding. An AI-ready iPaaS doesn't just automate repetitive tasks—it intelligently manages the entire onboarding lifecycle, so IT teams can take the "IT" out of IT onboarding and free themselves to focus on higher-value work.



In this ebook, we'll explore:

- The current challenges IT teams face in onboarding and offboarding employees.
- Why traditional methods are no longer enough for today's evolving tech environments.
- How an iPaaS can intelligently automate onboarding and streamline processes, freeing your IT team to focus on what matters most.

Are you ready to unlock the future of IT onboarding?



Manager



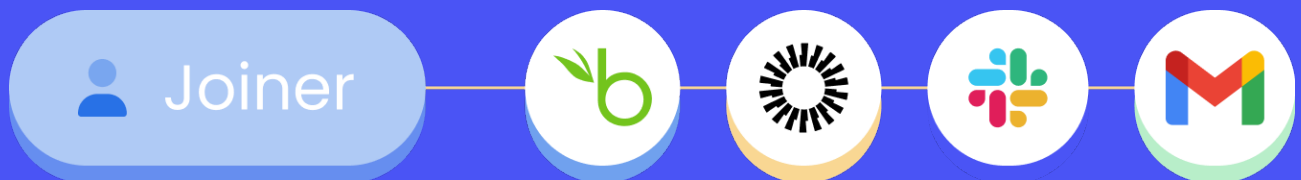
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The current state of IT onboarding

What is IT onboarding?

IT onboarding is the process of setting up new employees with the hardware, software, and systems they need to do their jobs. It involves provisioning devices, creating user accounts, assigning permissions, and ensuring new hires have access to critical tools—whether that’s a project management platform, a cloud-based CRM, or team collaboration tools.

Multiple teams are often involved in this process, from HR to IT to department heads. HR may handle the employee’s overall orientation, but it’s IT that is typically on the hook for ensuring the employee has the technical access they need to hit the ground running.



However, behind the scenes, IT teams are grappling with significant challenges:



1 Manual processes

Many IT teams still rely heavily on manual steps to onboard new hires. From setting up user accounts to configuring permissions, these repetitive tasks eat up time and are prone to human error. A single oversight can result in access issues that delay a new hire's ability to start their role effectively, leading to frustration and lost productivity.

2 Disconnected systems

Onboarding involves multiple tools—HR platforms, identity management systems, project management software, and more. The problem? These tools don't always integrate smoothly. IT teams often create custom workarounds to ensure new hires have access to the systems they need, adding complexity and room for error.

Additionally, these disconnected systems often result in multiple “sources of truth,” forcing IT teams to source and verify employee information from various platforms. This not only increases the risk of inconsistencies but also adds the burden of maintaining and updating data across several systems.

3 Increased complexity

With the rise of remote work, cloud services, and specialized software, the modern workplace has grown more intricate. IT teams now manage a wide range of systems and integrations, leading to bottlenecks and delays during the onboarding process.

“Anytime someone joined or left the company, IT engineers had to manually copy and paste information across multiple systems on a strict schedule, impacting account creation and timely equipment delivery for remote employees. As a HIPAA-compliant, fully distributed company, offboarding was especially challenging, with engineers needing to be available across time zones, often at inconvenient hours. The manual process was prone to errors, and it wasn’t scalable for our growing business.”



Alexis Lucido
IT Engineer at Headway



While recent advancements in IT tools like Okta have eased challenges by automating identity management and streamlining user access, gaps still remain, especially with apps that lack modern provisioning standards. AI-ready iPaaS fills these gaps, optimizing the onboarding process beyond what tools like Okta can offer.



The hidden costs of manual IT onboarding

Time costs: IT teams can spend days—or even weeks—getting new hires fully set up, leading to lost productivity across the organization as new employees wait for access to necessary systems. This challenge extends beyond IT; managers often spend considerable time verifying the tools and applications new hires need, coordinating with IT for proper setup. This back-and-forth process kills team productivity across the board.

30% of time spent by IT teams on routine tasks like onboarding¹

1. TeamDynamix. (2024, July). *State of IT: Resource Drain*. Retrieved from https://www.teamdynamix.com/wp-content/uploads/2024/07/Information_Week_State_of_IT___Resource_Drain-1.pdf

Financial costs: Inefficient onboarding doesn't just waste time—it wastes money. Manual processes require additional IT resources, and delays in onboarding can lead to missed business opportunities. Additionally, poor onboarding experiences are linked to higher employee turnover, costing businesses around 18% of an employee's salary due to disengagement².

67% of candidates with high onboarding satisfaction said they could see themselves having a long career at the organization³

Opportunity costs: One cost that is often overlooked is the opportunity cost. When IT teams are tied up with onboarding tasks, they are pulled away from more strategic projects that drive the business forward. Automating onboarding can free up these teams to focus on more impactful initiatives, such as improving security, scaling infrastructure, or transforming other IT processes with intelligent automation.

65% in new hire productivity after automating the onboarding process⁴

2. Gallup. (2022, June 13). The world has a \$7.8 trillion workplace problem. Retrieved from <https://www.gallup.com/workplace/393497/world-trillion-workplace-problem.aspx>

3. *Innovation Insight: Onboarding Tech for Employee Engagement 2024*. (2024).

4. Enboarder. (2023, September 12). *Employee engagement and onboarding statistics you should know*. Retrieved from <https://enboarder.com/blog/employee-engagement-onboarding-stats/>

Why it's time to modernize IT onboarding

Traditional methods are falling short

Traditional IT onboarding methods aren't cut out for the age of cloud applications, 1,000+ app tech stacks, and remote work. Most rely heavily on manual, checklist-driven processes, where IT teams manually create accounts, provision devices, and configure access—all while juggling multiple systems that don't integrate well together. As businesses grow, manual onboarding becomes a bottleneck that slows down operations.

Over time, organizations have adopted various applications to address specific onboarding needs, such as identity management, device provisioning, and application access. However, no single tool effectively manages the entire onboarding process end-to-end, leaving significant gaps that require IT teams to manually connect systems, verify information, and ensure new hires are fully equipped. Many IT teams, for example, use scripting tools like Powershell to handle tasks such as provisioning, but while this introduces a level of automation, it also demands ongoing maintenance and troubleshooting.

Additionally, security concerns are magnified when manual processes are involved. The more touchpoints there are in an onboarding process, the greater the chance of introducing vulnerabilities. For example, if IT forgets to disable access after an employee leaves, the organization could be exposed to security risks.

76% of IT executives believe that offboarding employees represents a significant security threat⁵

How AI-ready iPaaS can transform IT onboarding

An iPaaS is designed to integrate and automate the complex systems that IT teams rely on such as HR platforms, identity management systems, and project management tools. Instead of manually setting up accounts, assigning permissions, or installing software, iPaaS automates these tasks, dramatically reducing the time it takes to onboard a new employee.

While AI adds intelligence to these processes—predicting access needs, optimizing workflows, and identifying patterns—iPaaS is the core technology transforming IT onboarding today.

5. Nira. (2023, October 5). *Remote offboarding and security risks: A complete guide*. Retrieved from <https://nira.com/remote-offboarding-security/>

Let's explore how specific IT processes can evolve with AI-ready iPaaS and the business impact that follows.

1 User provisioning



Without iPaaS:

IT teams manually create user accounts for each new hire across multiple systems, including email, project management, and collaboration tools, which involves switching between platforms, setting up roles and permissions, and coordinating with various teams. Additionally, IT teams are overwhelmed by multiple service tickets for each provisioning request, typically submitted via email. The sheer volume of tickets or human oversight frequently causes them to miss SLAs (Service Level Agreements), further delaying access for new hires.



With iPaaS:

The moment HR adds a new hire to the system, a workflow is triggered that creates the required user accounts, configures permissions, and assigns the necessary tools based on predefined roles and departments. Additionally, iPaaS consolidates and automates provisioning requests, reducing the number of service tickets IT needs to handle.

The result:

The entire provisioning process is reduced to minutes rather than days, ensuring new hires are productive on day one. IT teams no longer waste valuable time on repetitive tasks, reducing the risk of access errors and boosting overall operational efficiency.

2 Role-based access control (RBAC)



Without iPaaS:

IT manually configures access permissions for each role, using tools like Powershell or custom scripts. As roles evolve, permissions often need to be revisited, requiring constant oversight and maintenance, which can lead to delays or mistakes.



With iPaaS:

RBAC is completely automated by dynamically applying access rules based on role, department, or team. AI analyzes organizational patterns to suggest additional tools or permissions, ensuring that new hires receive the right level of access from the start without needing manual adjustments.

The result:

Access provisioning becomes immediate and accurate, reducing the workload for IT while improving compliance and security by ensuring that users only receive the permissions they need.

3 Software installation and configuration



Without iPaaS:

IT manually installs and configures software for each new hire's device. This involves coordinating with different teams, following checklists, and setting up each tool or application individually.



With iPaaS:

Software installation and configuration are fully automated. AI detects what applications are required based on the employee's department and role, triggering workflows that install and configure these tools remotely. AI can even recommend additional resources like Slack channels or project boards based on peer group activity.

The result:

New hires receive fully configured devices within hours of joining. IT teams no longer have to manage manual software installations, allowing them to focus on higher-value projects.

4 Offboarding and access revocation



Without iPaaS:

When an employee leaves, IT must manually disable accounts and revoke access to all systems. In large organizations, it's easy to miss certain systems, leaving the company exposed to security risks and potential compliance violations.



With iPaaS:

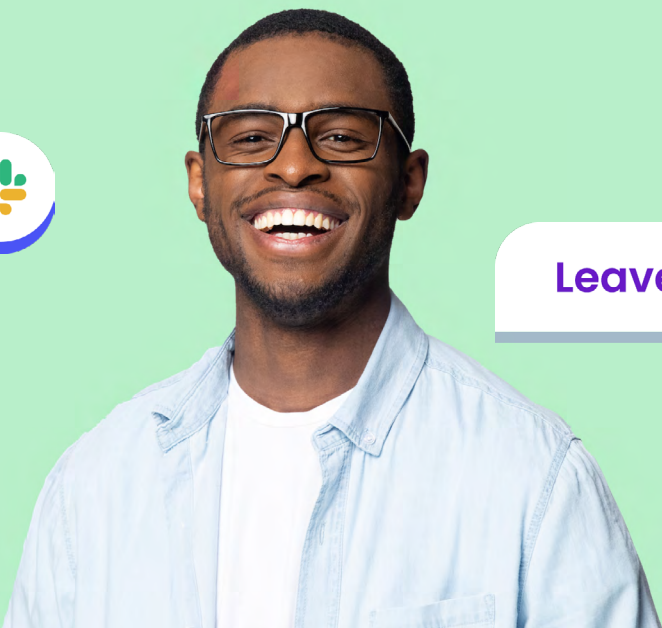
Every system the employee interacted with is automatically tracked and access is revoked immediately upon termination. AI ensures no access rights slip through the cracks by monitoring and updating permissions in real time.

The result:

The offboarding process becomes seamless and secure, significantly reducing the risk of lingering access that could lead to data breaches. IT saves time on manual access revocation, and the organization stays compliant with security protocols.

HOW LEADING COMPANIES USE TRAY.AI'S AI-READY IPAAS TO MODERNIZE IT ONBOARDING

How leading companies use Tray.ai's AI-ready iPaaS to modernize IT onboarding



Leaver



Owner



CASE STUDY



Headway

Headway, a leading mental healthcare platform, struggled to scale its IT onboarding and offboarding processes as it grew rapidly. IT engineers were burdened with manual tasks like copying information across systems and provisioning accounts, which led to delays and errors, especially in a fully distributed, HIPAA-compliant environment.

By implementing Tray's AI-ready iPaaS, Headway automated these processes, integrating systems like Okta for seamless account provisioning and filling gaps for non-SCIM applications. **This reduced IT time spent on onboarding by 50%**, allowing them to focus on more strategic projects while ensuring new hires had timely access to the tools they needed.



"We've been able to **automate processes that once took hours**, and now we can focus on improving the employee experience."

Alexis Lucido
IT engineer at Headway

CASE STUDY



beyond.

Beyond Finance, a fintech leader, faced major bottlenecks during a period of hyper-growth, with hundreds of new hires each month. Manual IT onboarding processes, like building and shipping computers, delayed productivity and put a strain on IT and HR teams, with onboarding taking up to 10 days per employee.

By adopting Tray's AI-ready iPaaS, Beyond Finance connected key systems like ADP and JumpCloud, **reducing onboarding time from 10 days to just 5 minutes**. This automation allowed the IT team to focus on strategic projects while scaling smoothly from 800 to 3,000 employees.



"We've **automated nearly every HR scenario related to onboarding**, and our IT team is no longer bogged down by routine tasks.."

Theo Martin
Director of Support at Beyond Finance

The future of IT onboarding is AI-ready iPaaS

Onboarding shouldn't be a burden for IT teams. As businesses grow and systems become more complex, it's clear that manual processes just don't cut it anymore. That's where Tray comes in. With Tray's AI-ready iPaaS, you can automate and simplify the entire onboarding and offboard process, saving your team valuable time and reducing errors. Instead of getting stuck on routine tasks, IT teams can focus on the bigger picture - helping the business move forward. With Tray, IT onboarding becomes faster, easier, and more efficient, no matter how complex your tech stack.

Explore how Tray works for you:

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[Learn more about the solution](#)

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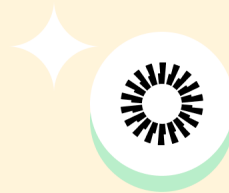
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Joiner



Administrator

