

Onboarding & Offboarding

Scenario

ABC Suites (Pty) Ltd

“Onboarding is a prime opportunity for employers to win the hearts and minds of new employees. Don't waste it.” – Amy Hirsh Robinson (The Interchange Group)

The Challenge:

At ABC Suites, welcoming new employees was always a priority—but the process didn't always reflect that intent. Sometimes, new starters arrived to find their teams unaware, their equipment unprepared, and their induction loosely coordinated. While everyone was eager to help, the lack of structure meant that first impressions varied—and valuable time was lost getting up to speed.

Similarly, when staff exited the business, knowledge handovers were rushed, access deactivation was manual, and exit interviews were inconsistently captured. HR Director Molly Coddle saw an opportunity to elevate both entry and exit experiences—making them smoother, more consistent, and more aligned with ABC Suites' culture of care and professionalism.

How ABC Suites uses epic:

Epic's **Onboarding & Offboarding** feature gave ABC Suites the structure, visibility, and polish they needed to make every arrival and departure count.

For onboarding, Molly configured a step-by-step process that begins before the employee's first day—assigning tasks to managers, IT, and HR to ensure everything from welcome emails to workstation setup is ready. New starters receive a branded induction pack, complete with company values, purpose, and expectations. Candy Wrapper, the CEO, insisted that every new hire feel part of something special from day one—and Epic made that vision real.

For offboarding, the process is just as structured. Exit interviews are scheduled, access permissions are automatically flagged for removal, and knowledge handover tasks are



assigned to ensure continuity. The experience is respectful, thorough, and leaves a lasting positive impression.



The result? A seamless, professional journey from entry to exit—where every touchpoint reflects ABC Suites' commitment to excellence.

“From first hello to final handshake—Epic’s Onboarding & Offboarding feature helped ABC Suites turn transitions into moments of clarity, care, and connection.”