

Accelerating Onboarding and Training with GenAI:

Unlocking Productivity and Reducing Costs



Business Value Delivered: Measurable ROI & Organizational Lift

In every implementation, our goal is clear: to turn onboarding into a strategic advantage. Our clients have seen:

- Up to **40%** faster time to productivity for new hires.
- **30% to 50%** reduction in training support costs.
- Reduce attrition among first-year employees.
- High adoption rates of GenAI tools exceeding **80%** within **60** days.
- Sponsors acknowledged for innovation and enhancement of employee experience.

rSTAR enables IT and HR leaders to scale onboarding confidently and quickly by embedding knowledge, automating support, and personalizing learning.

Getting Started With GenAI: Fast Track To ROI APQC Area: Develop Human Capital Strategy Design Training

rSTAR's proven GenAI Starter Approach helps IT and HR teams move quickly from idea to value:

- **Discovery Workshop:** Identify key onboarding challenges, knowledge resources, and current tools.
- **Use Case Prioritization:** Focus on high-impact personas (e.g., new sales, field technicians, customer success) for the initial rollout.
- **Rapid Pilot (4–6 weeks):** Initiate a secure, controlled GenAI use case using client content, while monitoring for usage and feedback.
- **Value Realization Plan:** Establish KPIs (for example, time to productivity and reduced support tickets) and monitor metrics that are in line with business objectives.
- **Scale and Expand:** Based on results, extend reach across roles, geographies, and functional areas.

With this model, most clients begin seeing measurable ROI in under **90 days**.

Many Organizations Face Significant Hurdles In Onboarding And Training, Particularly In Large, Distributed-Settings Enterprises:

- **Extended Time to Productivity:** Due to fragmented training resources and inconsistent onboarding practices, new hires often take weeks or months to achieve full productivity.
- **High Turnover Rates:** A lack of engaging and tailored onboarding experiences contributes to employee attrition, particularly in the first 6 to 12 months.
- **Rising Training Costs:** Traditional training programs depend primarily on instructor-led sessions and static content, rendering them resource-intensive and challenging to scale.
- **Brain Drain and Tribal Knowledge Loss:** When experienced employees depart, undocumented knowledge and best practices often depart with them.
- **IT and HR Team Overload:** Support teams face consistent inquiries and tasks from new hires, diverting their attention from strategic priorities.

These challenges impact employee satisfaction and retention, hindering new talent's realization of business value.

APQC Process Classification Framework Area: Develop and Manage Human Capital

The American Productivity & Quality Center (APQC) Process Classification Framework (PCF) accelerates benchmarking performance and fosters effective business processes. The PCF allows organizations to make direct comparisons and obtain accurate benchmarks and metrics by defining common processes and terminology.

rSTAR's Proven Solutions: Real-World Results with APQC: Develop and Train Workforce, Manage Employee Information

At one of the largest energy providers in North America, rSTAR collaborated to co-create the GenAI-powered CSR Training Assistant, which provided:

- Training that is aware of context for new customer service representatives.
- Custom learning pathways are designed for specific roles, locations, and tenures.
- Constant accessibility and less dependence on live trainers or documentation.

Similar engagements at a Fortune 500 manufacturer and other industrial companies have concentrated on developing scalable, intelligent onboarding platforms that:

- Integrate with existing Human Capital Management (HCM) systems (e.g., Workday and SAP SuccessFactors)
- Utilize AI-enabled documentation to capture institutional knowledge.
- Offer real-time Q&A assistance during onboarding.

Our Solution: Generative AI To Augment & Automate Onboarding APQC Area: Provide Job Training And Development

rSTAR offers a GenAI-powered Onboarding Assistant customized to each client's culture, tools, and job roles:

- **Conversational AI Onboarding Guide:** New hires can ask questions and get real-time, accurate, contextual answers.
- **Role-Based Learning Journeys:** AI-curated content pathways featuring quizzes, videos, documentation, and microlearning.
- **Integration-First Architecture:** Effortless integration with IT Service Management (ITSM), HCM, Learning Management System (LMS), and collaboration platforms like Teams and Slack.
- **Intelligent Knowledge Management:** AI ingesting policy documents, Standard Operating Procedures (SOPs), wikis, and best practices.

rSTAR's secure, enterprise-grade GenAI platform supports all of this and complies with client data governance and compliance requirements.

Ready To Transform Onboarding From A Cost Center To A Competitive Advantage?
rSTAR can help you launch your GenAI journey—securely, at scale, and with rapid ROI.