

# PROJECT PROFILE: ROGERS COMMUNICATIONS INC.

## Project Overview

Rogers Communications Inc. is a diversified Canadian communications and media company engaged in three primary lines of business: wireless, cable and media. With approximately 28,000 employees across Canada, Rogers required a consistent hiring process for new employees and a seamless transfer process for internal candidates across their business lines to support their continued growth. N8 Identity was selected by Rogers to create an innovative IAM solution that ensured all new hires and internal transfers would have the assets and access required to be effective on their first day of work – a concept known as ‘Day 1 Productivity’.

## Services Provided

- ELM™ Utility, including all software, implementation support and ongoing managed service
- Management of all technical components, including existing underlying IDM infrastructure
- Business process expertise, including management of all interfaces and data flows
- Offsite development and quality assurance environments with ITIL change management for all deployments and promotions

## Solution Details

- *Preboarding*: allows managers to provision long lead time assets (e.g. computer, BlackBerry, offices) based on the creation of a position to increase likelihood of Day 1 Productivity
- *Offer Acceptance*: enables electronic offer acceptance by prospective candidates, including the ability to provide electronic signatures for Code of Conduct and Non Disclosure Agreement
- *Onboarding*: facilitates the secure collection of a candidate's personal information, (banking information, emergency contacts, SIN, DOB) for the electronic creation of HR and Payroll records
- *Provision Assets & Access*: notifies hiring managers that their candidate has accepted the offer. Related access and asset requests (Passcard, LAN ID, Desktop Software) are completed through a single interface
- *Proactive Compliance*: provides a clear list of access and assets each candidate is entitled to receive allowing the hiring manager to determine individual entitlements; prevents invalid access from being granted rather than relying on error identification during an access review process
- *Multiple Fulfillment Channels*: fully integrated with Taleo, PeopleSoft, CA SiteMinder, IdentityManager, HP OVSD, IBM Maximo, and Angus Facilities Management
- *Audit and KPI*: generates audit details and metrics on completion of all requests – both manual (tickets) or automated (IAM connectors); single dashboard used to review request status
- Orchestration of this Onboarding process occurs in advance of the new hire's start date

## Results

- **Improved average time to receive and accept an offer to 1 day** from 11 days
- **Eliminated more than 40 forms** and pages
- **Eliminated approx. 45,000 paper signatures** per year relating to Offer Acceptance, Code of Conduct and Non-disclosure Agreements
- Delivered **triple digit ROI** within first year
- Achieved **100% data accuracy**; more than 60 HR attributes captured with no re-entry
- **95% satisfaction** rating by users
- More than **18,000 users** hired to date
- 0 hours of unplanned downtime

## Contact

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