

How Scoot Airlines streamlined their employee onboarding



SCOOT

Scoot Airlines is a subsidiary of Singapore Airlines Group, offering economical flights to 70 destinations. The company has over 1,800 employees. Scoot uses Workday as their HRIS.

“With Preppio we got our new hires to experience a more exciting and automated onboarding process with SMS and chatbots.

Working with Preppio also means efficiency for HR as managers get more support to do the onboarding themselves.”

Ivan Chuah
Director of Human
Resources
Scoot Airlines



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Challenges

- **Managers had no opportunity** to engage with new hires before their start date
- Manual tasks **slowed the onboarding process** with increased risk of human error
- **No ability to share** information with employees in an efficient manner

Solutions

- Designed an **effective onboarding experience** with Preppio’s drag and drop HR automation workflows
- **Automated time-consuming onboarding** tasks between HR, managers, and new hires
- Launched an internal communication strategy with SMS and chat-messages to **reduce email overwhelm**

Results

- **HR eliminated over 50** manual tasks with workflow automation saving time on mundane repetitive tasks
- **Managers enjoy strengthened communications** with managers via chatbot, SMS and e-mails
- **New hires get personalized interactions** with zero added complexity



How Scoot Airlines
automated a WOW
great onboarding
experience for their
deskless workforce
with Preppio





scott

About Scott Airlines

Scott Airlines is a subsidiary of Singapore Airlines Group, offering economical flights to 70 destinations. Their HRIS is Workday.

About Preppio

Preppio helps companies implement a science-driven and world-class onboarding processes that excites new hires!



preppio

Case in brief



Challenges

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Solution

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- **Automated time-consuming onboarding** tasks between HR, managers, and new hires
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- **Managers enjoy strengthened communications** with managers via chatbot in Workplace by Meta
- **New hires get personalized interactions** with zero added complexity



Read Rates of all scheduled messages from Preppio are over 90%. That is significantly higher than what we experience when using traditional channels like e-mail to our deskless workforce

Geraldine Gan
Employee Experience Mgr.
Scoot Airlines



Human & Technology Challenges

“When I joined Scoot Airlines and went through the onboarding myself, I realized this wasn’t optimal.

Since I was taking over the onboarding initiative, I knew we could do more to streamline and improve experience...”

Geraldine Gan

Employee Experience Manager
Scoot Airlines



Inconsistent onboarding

- Manual tasks slowed onboarding process
- Inefficient and error-prone process



Impersonal new-hire experiences

- No opportunity for early manager interaction
- Managers lacked time to engage with new hires



Tasks and information not completed

- Lacked ability to share information efficiently
- Employees overwhelmed with existing tools



“Before Preppio we had a time consuming manual process where we used e-mail to communicate during pre- and onboarding.

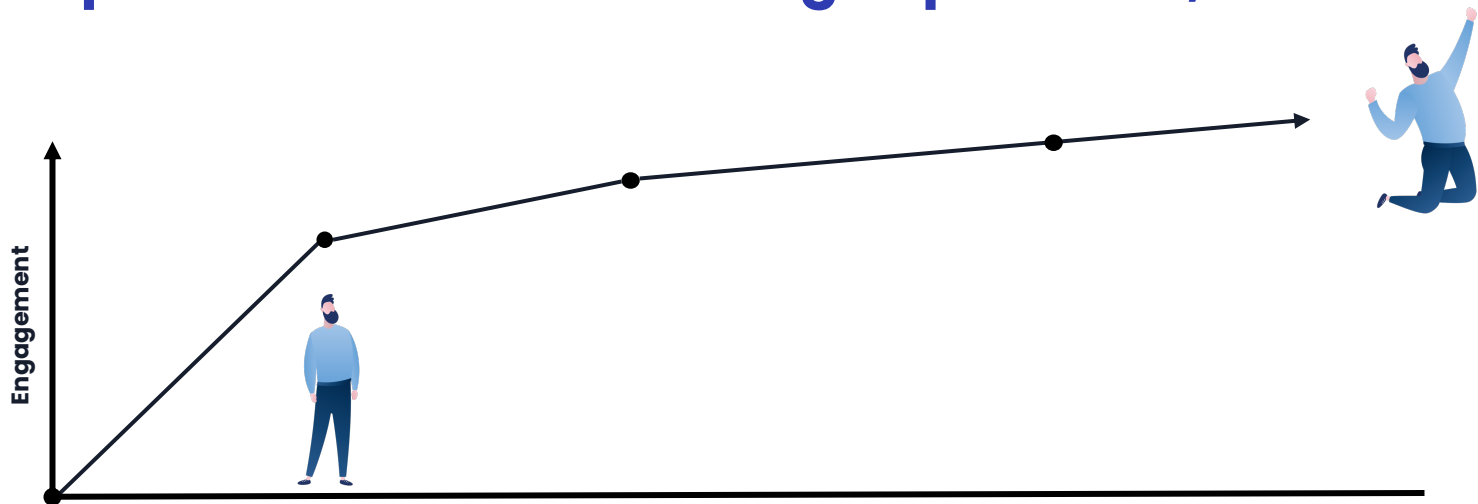
Workdays onboarding was too technical, and delivered few options to customize and automate a great experience.

With Preppio we got our deskless workforce to complete a more exciting and automated onboarding process with SMS and chatbots.”

Ivan Chuah
Director of HR
Scot Airlines



Preppio automated a well coordinated and personalized onboarding experience, at scale



Recruitment Process

Pre-Start

Everything lined up for a great first day

- Reinforce decision
- Create connection
- Get the basics right

First weeks

Giving new hires a WOW experience

- Introduce to colleagues
- Nudge and coach manager
- Byte sized information

First months

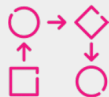
Onboarding is more than the first weeks:

- Regular check-ins with all stakeholders
- Give insights to people ops

A Streamlined Solution Designed to Scale



Designed simple workflow



Optimized onboarding sequence, reducing build-out time to one week with drag and drop workflow builder

Prepared for first day



Implemented Multi-channel (SMS, e-mail and chat) communication to support new hires and drive engagement from the day they sign contract

Integrated to HRIS and Chatbot



Integration to Workday is key! SMS, e-mails and an onboarding chatbot made the experience streamlined and easy to follow

Automated manual tasks



Transferred time-consuming tasks to Preppio automation system, reducing burden on HR department

Preppio
Solution

“

“One of the best vendors we’ve worked with and the solution is easy to use.

It only took about [a week to build out an onboarding sequence and get started.](#)

Integration to Workday and other internal systems makes it easy to implement.”

Geraldine Gan

Employee Experience Mgr.
Scoot Airlines



Significant Improvements



High-touch onboarding experience for employees and managers

- Positive employee and manager survey results
- Improved employee onboarding ratings
- Empowered hiring managers



Strengthened internal communication

- SMS communication and chatbot to cut through information overload and get info, tasks and surveys done
- Employee access to information in real-time

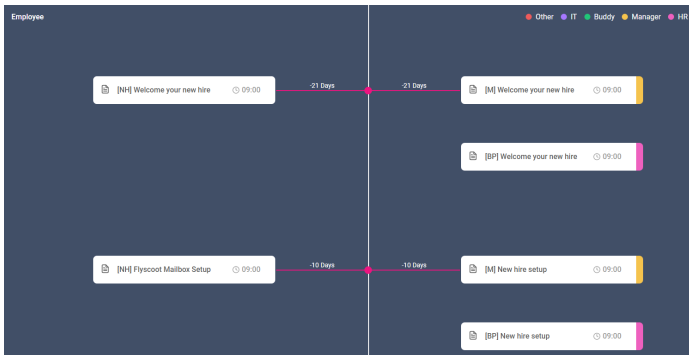


Streamlined integrations & first-class customer support

- Easy-to-use Workday integration
- Average a few minutes response time and dedicated support
- Consistent support quickly resolved rising issues

How it works

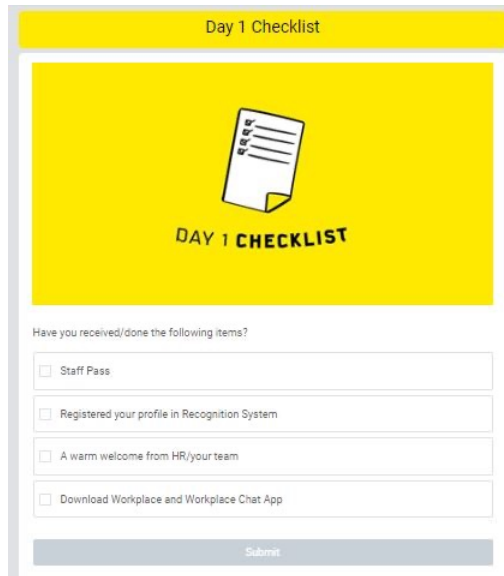
For HR:
Preppio drag and drop workflow creator that automates people process



Example of workflows with SMS and Chatbot messages to new hires, managers and other stakeholders during pre- and onboarding

For Managers and employees:

Cut through information overflow and receive information in a short and sweet format.



The screenshot shows a 'Day 1 Checklist' webapp. The header is yellow with the text 'Day 1 Checklist'. Below the header is a large yellow area with a checklist icon and the text 'DAY 1 CHECKLIST'. The main content area has a white background and contains the question 'Have you received/done the following items?'. Below this are four checkboxes: 'Staff Pass', 'Registered your profile in Recognition System', 'A warm welcome from HR/your team', and 'Download Workplace and Workplace Chat App'. At the bottom is a grey 'Submit' button.

Preppio webapp with engaging content

GET READY FOR MONDAY

Hey [REDACTED]

Besides keeping yourself safe and healthy, being mentally prepared is important too!

Take a look at the infographic above to help yourself adjust to the new changes in the office.

- Bookmark **T3 SafeEntry** link 📌 to your mobile browser for easy check-in!
- Don't forget to read the **BTO Guidelines** 📖

OH! and **Dress up in Yellow** 🟡 on Monday! #TheFuturesYellow

T3 SafeEntry

BTO Guidelines

Chatbot messages