

Unlocking Seamless Staff Onboarding and Offboarding:

Growing Beyond the Gates of IT

Across many organisations, IT teams have made impressive progress in modernising and automating the staff onboarding and offboarding processes using tools like Jira Service Management (JSM). But while IT may be operating at peak efficiency, other departments such as HR and finance remain siloed – bogged down by manual processes that introduce delays, errors and inconsistent employee experiences.

This brief explores the current state of play, highlighting IT's automation achievements and uncovering a powerful, untapped opportunity to extend end-to-end process automation across the entire organisation.

To see this in action, don't miss our upcoming **webinar**, where we'll showcase **real-world examples of how organisations are using SS&C Blue Prism's intelligent automation, digital workers and agentic AI to break down departmental silos, unify processes and transform the onboarding and offboarding experience**. Expect practical insights, real project stories and a live demonstration of what modern cross-department automation really looks like.

If your stakeholders are ready to elevate from departmental efficiency to true enterprise-wide transformation, this is a [must-attend webinar](#).

The Automation Journey So Far: Strong Foundations in IT

In today's digital enterprise, staff onboarding and offboarding span multiple teams, most notably in IT, HR and finance. While many organisations are making significant strides in streamlining this process within the IT function, particularly using Jira Service Management (JSM), there's still significant room to improve cross-functional collaboration and automation.

Within IT, teams are using JSM's service desk capabilities and built-in automation to efficiently handle tasks such as creating user accounts, provisioning access to business systems and deactivating users upon departure. This has led to noticeable improvements in turnaround time, accuracy and visibility across IT-related onboarding and offboarding activities.

Jira automation in particular enables IT teams to trigger workflows based on form submissions or approvals — automating the creation of accounts in Active Directory, Microsoft 365 and other core platforms. These workflows reduce manual effort, eliminate human error and provide audit trails that support compliance and governance.



The Gaps: Siloed Workflows and Missed Opportunities

Despite gains in IT, many organisations are still missing out on the broader efficiencies that come from connected, cross-functional processes by failing to integrate JSM workflows with other enterprise systems such as HRIS platforms, payroll systems and finance applications. These departments often remain siloed, relying on email chains, spreadsheets and manual data entry to complete their portions of the onboarding/offboarding journey.

The result? Delays, duplicated efforts and fragmented employee experiences. For instance, while IT might automatically set up a new employee's digital access within hours, HR may still need to manually input data into their systems, and finance might wait on a separate notification to initiate payroll setup or equipment cost allocation.

This fragmentation leads to duplicated effort, delays and inconsistent onboarding experience for the employee. It also increases the risk of data mismatches or compliance breaches when key steps are missed or delayed. Ultimately, while the IT team may be operating with high efficiency thanks to JSM, the overall business process remains disjointed and prone to error.

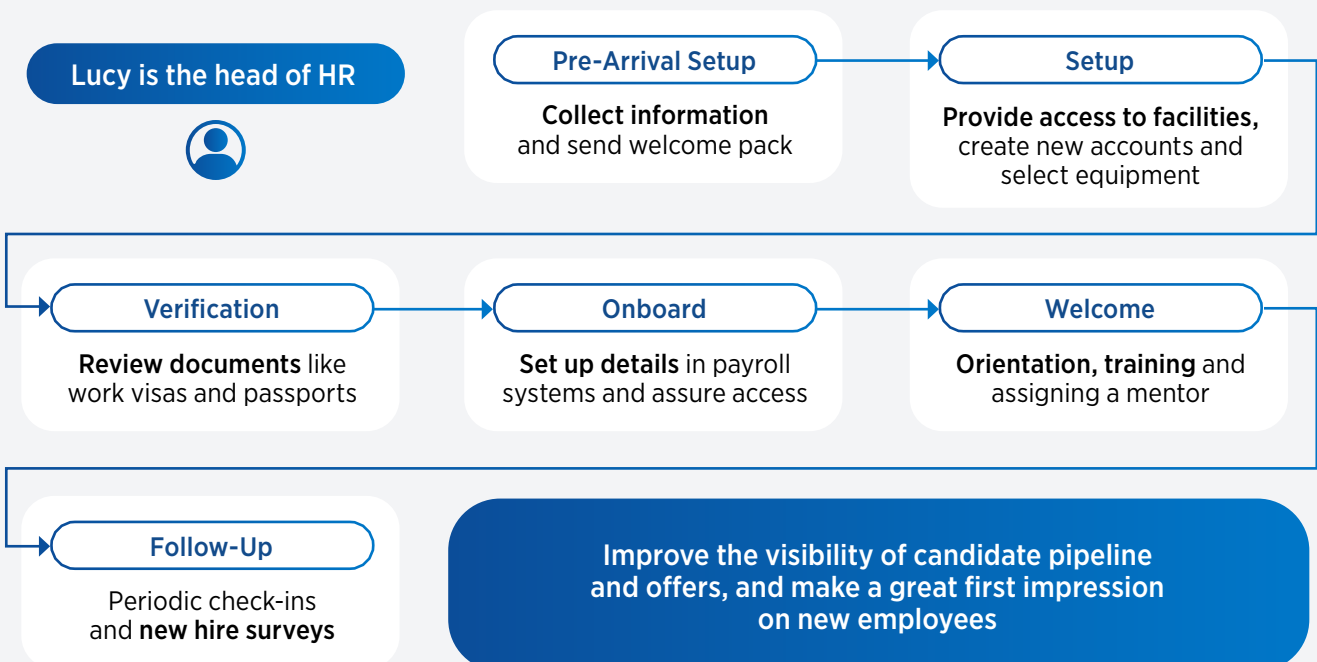
The Next Step: Cross-Department Automation With SS&C Blue Prism

To fully realize the potential of automation and workflow orchestration, organizations must look beyond IT and adopt a more integrated, cross-functional approach to process design. SS&C Blue Prism — known for its advanced process automation capabilities, digital workers and emerging agentic AI — offers a platform purpose-built for this kind of transformation.

By deploying digital workers that can interface with disparate systems, SS&C Blue Prism can bridge the gap between Jira Service Management and siloed platforms in HR and financial tools. This enables seamless data flow, reduces manual effort and ensures that tasks such as payroll setup, compliance checks and HR record creation are handled with the same speed and precision as IT account provisioning.

The work being done in IT demonstrates what's possible when automation is embraced. Now, with the help of intelligent automation platforms and agentic AI from SS&C Blue Prism, the rest of the business can follow suit and finally eliminate the inefficiencies caused by siloed processes.

Employee Onboarding



SS&C Blue Prism's solution takes the request from JIRA and uses the information provided to start orchestrating and managing the flow of information between the silos and processes within the business:

- Logging into HR and payroll systems to initiate setup and request access.
- Creating and issuing forms to the new employee and reviewing returned documents.
- Completing setup in systems like payroll and staff training platforms, ensuring that on day one, everything is ready for them to begin orientation.
- Post-onboarding automation of check-ins to ensure that everything is going smoothly.

By using SS&C | Blue Prism® Enterprise AI to address the employee onboarding/offboarding process, we ensure that work is handled by the right resource – be it human or digital – at the right time and for the right outcome.

The Bigger Picture: SS&C Blue Prism Enterprise AI

Redefine work and empower your teams to break new ground, deliver better results and gain a competitive advantage, all while creating better experiences for your employees and customers. SS&C Blue Prism Enterprise AI places artificial intelligence at the core of innovation, automation and process orchestration, enterprise agents, systems and data to drive high-value outcomes across the business.

Our platform unifies:

- Full process lifecycle management
- Enterprise-wide intelligent automation
- Scalable orchestration across teams and technologies

The result? Delivering a truly intelligent operating model.

It's not just about automating tasks — it's about reimagining how work gets done. With AI-powered digital workers that scale effortlessly, orchestrate across silos and enable smarter decisions at speed, SS&C Blue Prism Enterprise AI transforms business operations from reactive to proactive.

Through our strategic partnership with Systemology, we take this transformation even further, connecting your service management processes with broader organisational workflows. Together, we're enabling seamless, end-to-end automation across IT, HR, finance and beyond.

Imagine onboarding and offboarding that isn't just automated — it's fully orchestrated. With agentic AI making real-time decisions, tasks like account provisioning, payroll setup and compliance checks are executed across systems in perfect harmony.

This is the future of enterprise work: intelligent, connected and driven by the combined power of SS&C Blue Prism and Systemology.

What You'll Learn in the Webinar

Real-world examples. Practical insights. Immediate takeaways.

Join us for an engaging session where you'll hear from SS&C Blue Prism experts and learn how automation leaders are:

- Orchestrating seamless end-to-end onboarding and offboarding across IT, HR and finance
- Overcoming integration challenges between Jira Service Management and other enterprise systems
- Leveraging digital workers and AI to deliver consistent, scalable experiences

You'll also get:

- A peek into the technical architecture behind these solutions
- Critical success factors and key lessons learned from real deployments
- A downloadable action plan template to kickstart your own initiative
- An exclusive invitation to join a limited series of process discovery workshops focused on solving this challenge in your organisation

If you're ready to move from departmental efficiency to enterprise-wide transformation, this webinar is for you.