

Keeping Australia moving takes the right people. One rail operator built a smarter way to onboard them.



A major Australian rail transportation organisation manages one of the nation's largest rail networks, connecting cities, regional communities and ports across multiple states. As the organisation delivered large-scale rail infrastructure projects and expanded its workforce, it partnered with Nexon to transform 17 separate onboarding processes into a single streamlined workflow, creating a scalable foundation for future workforce growth.

Supporting Australia's rail transportation network

The organisation plays a critical role in Australia's rail transportation sector, maintaining and operating infrastructure that enables freight and passenger operators to move people and goods across the country.

As major infrastructure programs progressed and workforce requirements increased, the business recognised that efficiently onboarding employees and contractors was becoming increasingly important to operational success.

An onboarding process that had become too complex

Like many large organisations, onboarding a new employee or contractor required coordination across numerous systems and teams. Secure IT access, identification, laptops, mobile devices, business applications, software licences, email distribution groups and project platforms each had their own approval processes and workflows.

Managers were often required to submit eight to ten separate requests across

more than a dozen processes simply to prepare a new starter.

Outside the core service management platform, parts of the process remained highly manual. Hiring managers completed paper-based onboarding forms, selected required services and then distributed them via email to multiple teams responsible for different tasks.

The result was a fragmented process with limited visibility. Stakeholders had no centralised view of completed activities, outstanding actions or approval bottlenecks, creating unnecessary administration and slowing onboarding outcomes.

The organisation had already invested in ServiceNow and maintained an established relationship with Nexon. The challenge was determining how to better leverage both to simplify and modernise the experience.

One request. One approval. Complete visibility.

Working closely with the organisation's internal team, Nexon designed and

At a glance

Industry

Rail and transportation

Challenges

- 17 separate onboarding processes
- Up to 10 separate approval forms
- Hard-copy forms and ad-hoc email processes
- No central visibility or reporting
- Manual coordination between business and IT

Solutions

- ServiceNow Order Guide consolidates workflows
- Flow and IntegrationHub
- Single approval cascading automatically
- Sequenced task management
- Real-time progress dashboard

Outcomes

- 17 processes replaced by one form and approval
- Faster onboarding with less admin
- Full visibility across every onboarding
- Ongoing strategic advisory support

implemented a streamlined onboarding experience centred around a ServiceNow Order Guide.

Rather than requiring managers to navigate multiple forms and workflows, the solution consolidated 17 onboarding catalogue items into a single request process. Managers now complete one form, triggering one approval workflow, while tasks are automatically routed to the appropriate teams in the correct sequence.



A senior stakeholder involved in the project noted that the design phase was critical to the outcome. Rather than simply replicating existing processes in a digital format, the project focused on standardising inputs, removing duplication and establishing a scalable framework that could evolve alongside the organisation's future requirements.

The objective was not merely to digitise existing processes, but to implement a best-practice model capable of supporting the broader organisation over the long term.

Immediate improvements across the business

The impact was felt across multiple stakeholder groups from day one.

Hiring managers no longer needed to navigate numerous requests and approvals. Instead, they could submit everything through a single onboarding form.

Business stakeholders gained end-to-end visibility through dashboards that provided a clear view of every onboarding request, current status, approvals and any potential bottlenecks.

Operational teams also benefited significantly. Where staff had previously spent considerable time coordinating and submitting multiple onboarding requests on behalf of new starters, they now receive a small number of actionable tasks generated automatically by the workflow.

According to a senior stakeholder, the solution significantly improved usability, delivered greater visibility across the onboarding journey and removed a substantial amount of manual effort from internal teams through automation.



Creating a blueprint for future transformation

What began as a solution designed to support a major rail infrastructure program is now being considered as a model for wider adoption across the organisation.

With the foundational workflow established, the business is exploring opportunities to replicate the approach across other parts of its operations as part of a broader transformation roadmap.

Future plans include integrating the onboarding process with the organisation's HR platform so that once a candidate is confirmed, the onboarding workflow can be triggered automatically. Longer-term opportunities include extending integration to payroll systems, asset management platforms and enterprise integration services.

A partnership focused on better outcomes

Beyond project delivery, the organisation valued Nexon's ability to challenge assumptions and provide strategic guidance throughout the engagement.

A senior stakeholder highlighted the importance of working with a delivery partner that focuses on achieving the right outcome, not simply the quickest implementation. By taking time to understand the organisation's objectives, provide informed recommendations and guide decision-making, Nexon helped create a solution.

About Nexon Asia Pacific

Nexon is an award-winning digital and IT services partner for mid-market, enterprise and government organisations across Australia. We offer clients a uniquely broad suite of solutions requiring end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions. As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative and integrated solutions.

Discover how Nexon can transform your organisation. Call us at **1300 800 000** or visit **nexon.com.au**

