



The Wyanoke Group Implements OnTask to Streamline Employee Evaluation

From medical journals, newspapers, and textbooks to websites and live events, The Wyanoke Group delivers the highest quality information, education, and communications on healthcare topics to clients around the world. As a medical publishing company specializing in education, doctors rely on The Wyanoke Group as a source of education to maintain their license.

Overview:

The Wyanoke Group was looking for a way to streamline its internal processes, starting with employee review. When COVID-19 broke out, Wyanoke's leadership realized a prominent need for streamlining manual work. Wyanoke began assessing the paper-based employee review process, which required a lot of legwork to track. Some reviews could end up being delayed between approval requests, and remote work just added to this lag time.

Challenges

Before searching for a digital solution, The Wyanoke Group processed employee reviews manually. They knew there was a better way. "We started going down the path of evaluation form software, which led us to HR technology. It had employee scoring and so many other features that we didn't need," said John Leibrand, Director of Technology Integration at The Wyanoke Group.

Wyanoke had a discovery phase where they identified what was going into these evaluation forms. They gathered resources and discovered that instead of one form, there were four variations.

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- Brandon Veiga, IT Manager & Project Specialist at The Wyanoke Group

Challenges Continued

They needed a tool that could upload the documents, manage the variations, and map out the workflow for each of the forms.

“As we were doing discovery, we found some misalignment in the process,” said Leibrand. “We looked at several other services and platforms that did similar tasks, but they were more geared toward human resources analytics.” Then, they stumbled upon OnTask.

“When we started the OnTask trial, we knew we had found a good fit. We weren’t limited to any functionality. We had access to everything. It enabled us to be 100% sure that this is what we would need,” recalls Brandon Veiga, IT Manager & Project Specialist at The Wyanoke Group.

Results

Once Wyanoke integrated OnTask, they were able to standardize their processes and streamline operations. “I would say that OnTask’s ease of use is what’s most appealing. It’s the basic functionality controls that sets OnTask apart. We love that we can upload forms, designate form fields, and assign different tasks within a document to different roles,” states Veiga.

The Wyanoke Group uses OnTask to manage employee review forms, identify tasks for each participant, administer individual permissions, and track the progress of each workflow. “We’re able to control the automation and see it all in action. That’s not something that we were able to find elsewhere,” verifies Leibrand.

The Wyanoke Group uses the reporting features to track each employee review’s progress throughout the chain of command. “I like the reporting because I love giving managers the permission to see where an employee review was at in the process,” says Veiga. “It’s easy to see the individual roles and secure the permissions. Security was crucial for this project as this process involves reviewing employee performance and there is salary information involved. We wanted to be able to grant certain users permissions where other users are denied.”

The Wyanoke Group recently launched OnTask for employee review to its workforce. They rolled out the technology with multiple trainings for different groups, and reported that the adoption was an easy, seamless process. “When we did the training, no one had anything negative to say which is rare. It was all positive. They thanked us for this process improvement, which means we need to be thanking you. Everyone we trained said it will make their jobs easier. The report enables them to look back at the progress and track the current status of each document,” says Leibrand.

The company plans to move forward with automating other processes with OnTask in the future.

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About The Wyanoke Group

The Wyanoke Group comprises SLACK Incorporated, Vindico Medical Education, Association & Meeting Solutions and Cyrus Express. From medical journals, newspapers and textbooks to websites and live events, it is our mission to deliver the highest quality information, education and communications to customers around the world. To learn more about Wyanoke Group, visit www.wyanokegroup.com. Wyanoke’s main product, Healio.com is a clinical news, information and education website designed exclusively for specialty health care professionals. Built on a powerful web platform, Healio provides physicians and other health care professionals with personalized content based on their needs and areas of interest.

About OnTask

OnTask is a business process automation tool that makes it easy for users to create digital documents and forms for routing, review, and approval. Whether internal or external, participants can work on documents and forms with ease, while giving the administrator the ability to track the files as they travel through review, and gain acceptance through verified digital signatures. For more information, visit ontask.io.