



Case Study: HR Onboarding Agent

Client Background

Tata Consultancy Services (TCS), one of the world's largest IT services companies, hires and onboards thousands of new employees every year across global offices. Managing such high volumes placed heavy pressure on HR teams, who struggled to balance paperwork, scheduling, and employee experience.

The Challenge

- Overloaded HR teams: Too much time spent on repetitive admin (collecting forms, answering FAQs, scheduling IT setup).
- Slow onboarding cycle: New hires often waited 2–3 days before they had accounts, devices, or clarity about their first week.
- Uneven experience: Different geographies delivered inconsistent onboarding, making employees feel disconnected from the start.
- Rising costs: Skilled HR partners were doing admin work instead of focusing on culture, retention, and engagement.

The Solution — HR Onboarding Agent

Anzaros introduced an AI-powered HR Onboarding Agent that transformed how TCS welcomed new hires:

1. Personalized Welcome

- Greets every new hire via Slack or email.
- Delivers culture videos, welcome messages, and company FAQs.

2. Automated Paperwork

- Pre-fills essential forms (NDA, payroll, compliance) using collected data.
- Routes documents for quick e-signatures.

3. Scheduling Made Easy

- Books IT setup, compliance training, and team introductions in one flow.
- Ensures accounts and access are ready by Day-1.

4. Day-1 Plan

- Generates a personalized agenda (sessions, resources, team intros).
- Sends reminders to the new hire and their manager.

5. Instant HR Support

- Answers common HR questions instantly (leave policy, payroll dates, benefits).

Results (First 90 Days)

- Onboarding cycle reduced from 3 days to 1 day.
- HR efficiency tripled — same staff onboarded three times more employees.
- New hire satisfaction rose from 78% to 92%.
- Consistent onboarding delivered across regions, regardless of HR team size.
- Admin burden reduced, freeing HR staff for strategic initiatives.

Client Quote: Saad Nahed, HR Partner at TCS

"With the HR Onboarding Agent, we finally eliminated the repetitive admin work that slowed us down. New hires now feel engaged from Day-1, and our HR team has the time to focus on culture and people instead of chasing paperwork. It's been a game changer for both HR and employees."

Key Takeaway

The HR Onboarding Agent delivered measurable improvements in speed, consistency, and employee satisfaction. By combining automation and personalization, TCS ensured that every new hire experience felt seamless while HR partners like Saad Nahed could focus on what matters most — people, not paperwork.