

Founded in
2016

Headquarters
London, UK

Employees
790

What they do
Technology, Information and Internet

Around the world, customers want to pay in a thousand different ways. Businesses and consumers want to get paid faster. And developers want to build new products and possibilities. Rapyd makes it happen, giving you more ways than anyone to make fintech work for your business. With Rapyd, your business can accept and send payments to just about anyone—faster, cheaper and easier. And Rapyd clients see an average of 196% return on investment and spend 70% less time managing payments.

Company challenges

- ➔ Recognized that employees were not being onboarded efficiently to ensure that they became productive as quickly as possible.
- ➔ Inability to track and monitor employees onboarding progress and information intake.
- ➔ During a period of rapid expansion, HRs and managers dedicated substantial time to onboarding new employees at the expense of other important tasks.
- ➔ Difficulty aligning and overseeing onboarding and learning processes between departments and across all 10 sites where Rapyd is located.



Goals

How can we create an impactful learning experience with Juno?

Rapyd emphasized their aim to create one aligned onboarding experience that would suit all employees in one easy-to-access space. Having this centralized space would enable learners to easily locate learning materials as and when they need in one shared space.

Desired to significantly reduce the administrative burden which was felt by the HR team, having to rapidly onboard hundreds of employees in a relatively short timeframe.

5 stars

78% of Rapyd employees rated their Juno onboarding experience **5 stars**

400+
employees

Effectively managed onboarding processes for over **400 employees** across **10 sites** during hypergrowth

How did Rapyd utilize Juno LMS ?



Onboarding via Juno's learning journeys

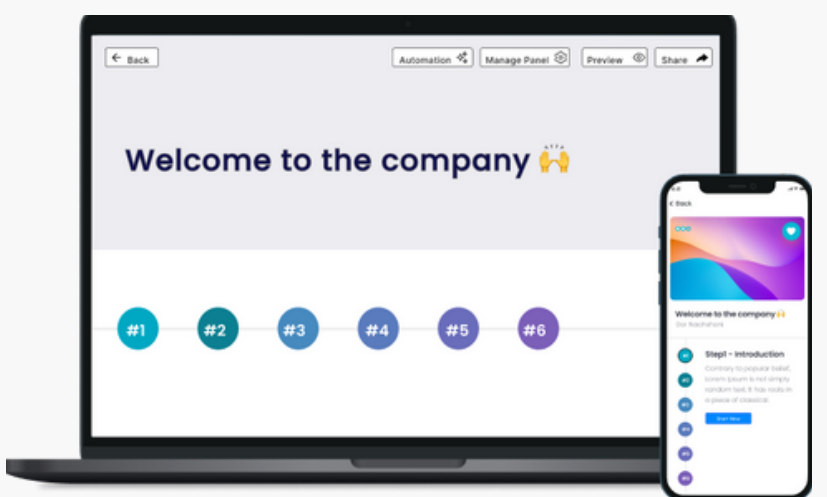
Onboard new employees in no-time

- Built a seamless and organized structure for all onboarding processes to suit all employees from different teams and countries.
- Employees and managers can now find all learning materials in one digital space, which they can refer back to throughout their professional development journey.
- Monitor employees' progress in their training, assess their understanding with quizzes, and track their productivity timeline in a single analytics center.

Juno Add-ons Driving Employee Engagement

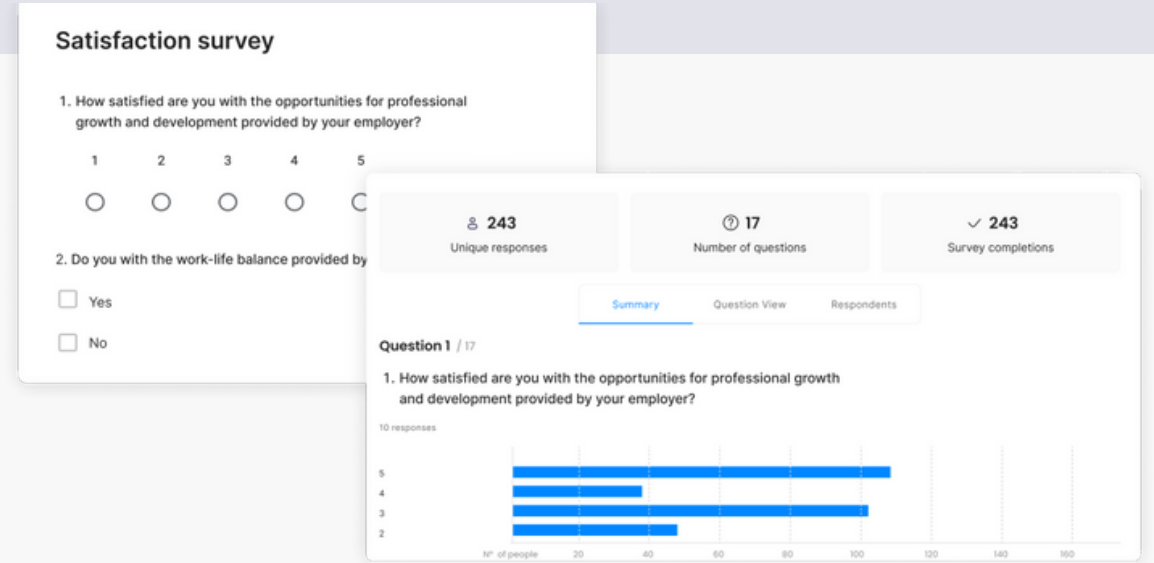
Surveys and nudges driving engagement with learning materials

- Stay in the loop about how employees are feeling about their onboarding processes using surveys; enabling them to constantly improve the process to suit all needs.
- Use nudges to stay on top of employees progress and notify them to complete or continue training processes.



”
Very thorough, I feel like I have a better understanding of what Rapyd is about and where we are heading.
”

”
The platform is user friendly and the online onboarding journey is very informative! The way it is presented is straightforward and easy to grasp- which is very important for a new joiner to not be overwhelmed.
”



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Main Takeaways from Rapyd' s Success Story:



- Rapyd have now built the **strong foundations of an impactful and effective onboarding journey** across the organization, regardless of ones department, team or location.
- Juno enabled Rapyd to create **onboardings to suit 790 employees located across 10 different sites** worldwide, designed to create alignment across the organization.
- Of those surveyed, **78% of respondents** rated their Rapyd onboarding experience using Juno Journey **5 stars!**
- Juno **eliminated the administrative burden** which was felt by the HR team at Rapyd during the hypergrowth phase, rocketing from 300 employees to 790 within a year and a half.
- **Using surveys and nudges**, HRs and managers feel connected to their employees, reminding them to complete trainings as well as recieving ongoing feedback about how they feel their onboarding is going.
- Rapyd worked closely with Juno's customer success team, to create quality onboarding journeys that would match the organizations needs and values, but also drive engagement amongst employees.



Onboarding was the biggest pain we experienced during hypergrowth. Now that we have organized our onboarding process and our employees are highly satisfied with our processes, onboarding is no longer an issue for us!

Ziv Rumack ,Director of Global Organizational Development & Learning @ Rapyd

Check out more of our success stories at
www.junojourney.com