

Candidate Management

We recognized that our own HR department, as well as our staffing, and recruiting services could be more efficient. We implemented an RPA solution to remain competitive.

Client



Industry

Technology

Process Type

Issue paperwork for contractors and employees, add/update their information across all systems, onboarding

Partner



Products Used

Unattended Bots
Orchestrator
Studio
Google Forms
Salesforce
Harvest
HelloSign

Challenge

The challenges were **data accuracy and speed**.

In terms of data accuracy, the process included emailing the details surrounding durations, rates, salary, terms and conditions, and so on to candidates. There would be a back and forth conversation via email regarding the handling of contracts. **The handoff of information and manually entering that data caused inaccuracies.**

There were also potential financial risks. If rates weren't entered accurately, over- or underpaying employees, as well as over- or underbilling clients could have occurred. Human error can occur when relying on the manual effort to ensure that the data is accurate.

In terms of speed, we're in a highly competitive marketplace for technology talent. Candidates are likely to take the first appealing job offer they receive. **If we're not completing paperwork fast enough, we ran the risk of losing that talent.**

Solution

The solution addresses data accuracy and speed. Once a deal or opportunity is completed in Salesforce, an automated email is triggered and sent to the robot. The robot reads that email and notifies the candidates that they have been awarded the contract.

Next, we solicit their personal contact information. When those details are completed in a form, the robot is notified. **The robot takes those details, adds them to a templated contract, and sends that contract out for an electronic signature.** Both the candidate and the signing authority from Greenlight will complete the contract. The candidate's contact information is then logged into our ERP.

Now, the candidate is set up in our HR system. **A welcome email and additional onboarding forms are automatically issued to the candidate with the basic logistics of how payroll works, tracking time, banking information, and so on.**

Benefits

This process is completed in minutes, instead of days. It enables us to secure top tech talent faster. There's also peace of mind that the data has been logged in our system accurately.

Delivery
(Months)

Ongoing

Hours Saved
(Per Year)

1000

Additional Benefits

 Increased accuracy