



Talentforce uses DocuSign for Salesforce to Go Digital – Timing is Everything!

Summary

- Eliminated paper-based processes
- Supported company's cloud-based operations
- Improved hiring process for candidates

Talentforce is an Australian-based provider of permanent and temporary staffing focused on SaaS platforms and evangelise best practices in the cloud. The company is committed to matching clients' unique staffing requirements with its associates' skills, work history, and career goals.

Challenge

Talentforce puts mobile first. Its workforce is mobile, and the company runs its entire workflow via Salesforce. During the first meeting with Talentforce a candidate is required to sign a "collection statement." Ordinarily, this would be signed on paper but paper-based signing is not in line with a fully digital business. Since Talentforce meets with candidates both in-person or via video conferencing, it became increasingly difficult to print, sign, copy and store these collection statements. Thus, the company sought a Digital Transaction Management (DTM) solution that would support a paper-free workplace and improve the overall hiring experience.

Solution

In July 2013, Talentforce selected DocuSign for Salesforce to keep its business digital. With DocuSign's breadth of partnerships and industry-leading REST and SOAP Application Programming Interfaces (APIs), DocuSign was a natural choice for ensuring Talentforce's backend systems were easily and securely integrated into the company's workflows. With DocuSign, Talentforce employees can individually tailor a "collection statement" while speaking with a candidate and send it in real-time to the individual's mobile device for immediate signing – anytime, anywhere, on any device.



"Talentforce employees, clients, candidates and partners love DocuSign as it reduces the time wasted on manual processes," says Lee-Martin Seymour, managing director at Talentforce. "As the global standard for Digital Transaction Management, DocuSign gives us peace of mind that our business is safeguarded, both legally and commercially."

Lee-Martin Seymour
Managing Director

Results

As a cloud-based business, DocuSign helps Talentforce maintain digital best practices, securely prepare, execute and manage all signed agreements in a central location, and promote the company as a leader in SaaS adoption.

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Today Talentforce is using DocuSign for Salesforce across the enterprise including in sales, HR, finance and legal. Talentforce also has implemented a policy that any and all "incoming" documents requiring a signature must be DocuSigned, including ones sent to the company via post. These are uploaded, DocuSigned and sent back to the recipient digitally for faster, more efficient



processing. "Ultimately, our goal is to get all of our employees, clients, candidates, partners and vendors using DocuSign. DocuSigning is just a better experience for us and them."



The Global Standard for Digital Transaction Management™

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About DocuSign

DocuSign® is the Global Standard for Digital Transaction Management™. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.

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