

Randstad drives engagement and leaves paper behind

Recruitment firm goes digital with DocuSign to innovate and adapt

Company's Top Objectives

Randstad is shaping the world of work. The global staffing and recruitment firm helps find the most fulfilling career moves for job seekers and sources the best talent for employers.

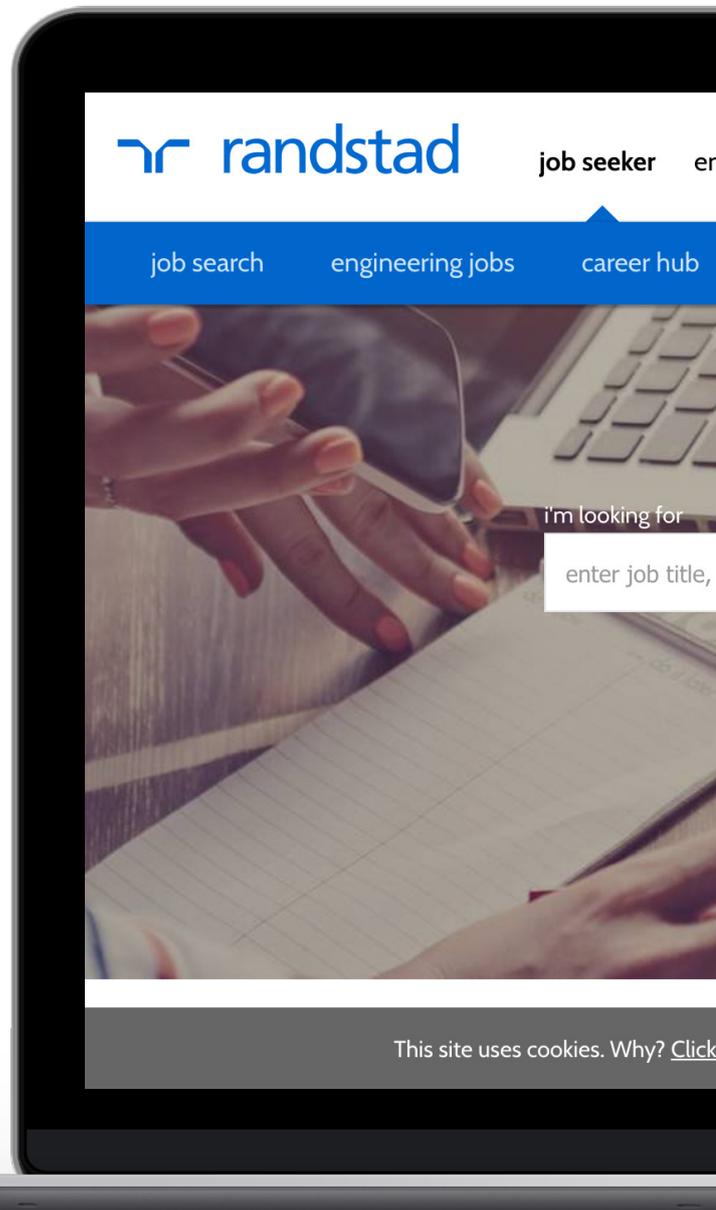
In an era of massive technological change, Randstad recognised an opportunity to innovate and engage with talent in new ways. It also wanted to harness the power of digital to provide greater value to employers.

"With increasing demand to go paperless, the world of technology changing so fast, and the growing demand for personalised service, it's crucial to adapt and innovate," said Frank Ribuoat, CEO, Randstad Australia and New Zealand. "Digitising our traditional paper-based processes with DocuSign was a perfect way to do that."

Business Challenge

The world of recruitment is evolving but, in the past, it was industry standard for job seekers to visit a firm for the sole purpose of reviewing and signing a 60-page candidate pack. These trips were often made during lunch breaks and were highly inconvenient.

Randstad wanted a better way to register candidates that would enhance their overall experience. It also wanted to improve productivity and remove the



Results Achieved

- ✓ Total cost savings of one million dollars per annum
- ✓ Improved efficiency in candidate registration process, saving 30 minutes per candidate per consultant
- ✓ Total time savings of 4 weeks per annum for Australian operational staff
- ✓ Removed one million pieces of paper per annum from the Australian business

administrative burden on employees.

The Resolution

Randstad has digitised the archaic paper-based registration process through the use of DocuSign. Now, registration, induction and even referrals are streamlined for candidates and Randstad employees.

The solution was developed and successfully piloted in Australia before being rolled out across New Zealand, Singapore, Hong Kong and Malaysia, too.

It supports electronic signing and automated workflow, and integrates seamlessly into Randstad's proprietary CRM. More importantly, it helps to ensure the right information is gathered for each candidate in the most efficient way.

The Key Benefits

Today, more than 1,000 consultants are managing candidate registration digitally with around 20% of candidates completing digital documents from a mobile device. It's fast and convenient, and has saved the Australian business alone an incredible four weeks per year per consultant. This means more time to help more people navigate the job market and fulfil their life goals.

Michelle Solar, Team Leader at Randstad, said the reduced time spent on paper-based administration had led to a happier, more engaged and more productive team. The new registration process also helped Randstad to meet the changing needs of its external stakeholders.

"Adding DocuSign means Randstad candidates have the flexibility to complete their job registration whenever and wherever they want," said Solar.

The firm is now also using DocuSign for timesheet, expense approvals and documents such as client terms of business. This has sent productivity soaring and improved compliance. Also, with more and

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"DocuSign makes our jobs easier, it saves money and it is better for the environment, removing one million pieces of paper each year from our Australian business."

– **Frank Ribuot**, CEO,
Randstad Australia and New Zealand

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more documents being digitised, Randstad employees have faster access to data to support better informed decisions.

"DocuSign makes our jobs easier, it saves money and it is better for the environment, removing one million pieces of paper each year from our Australian business," said Ribuot. "DocuSign is a simple, innovative solution that matches our tech forward approach to business."



About DocuSign

DocuSign® is changing how business gets done by empowering anyone to send, sign and manage documents anytime, anywhere, on any device with trust and confidence. DocuSign and Go to keep life and business moving forward.

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