



Facebook chose DocuSign CLM to move their documents to the cloud and create an easily searchable and secure repository for all HR paperwork.

Their main goal was to automate their global employee onboarding processes. As an extremely fast growing company, they were onboarding about 50 new hires, interns, or employees gained in acquisitions per week.

Move documents into the cloud and cut down on new hire onboarding time.

Facebook needed to improve and streamline the process for new hires.

Facebook had three main goals when looking for an automated document management solution. First, they needed to cut down on the time the HR department spent on onboarding. They dedicated three out of five days to onboarding as a team, which greatly reduced the attention given to veteran employees and other HR responsibilities. Next, they desired a better experience for new hires and partners with a streamlined and automated onboarding process from the offer letter to their first day of work. Lastly, as one of the biggest and most important technology companies in the world, they sought to go digital and paperless. Printing and hand-delivering paper files were a huge drain on resources and time.

A manual, paper-based system without real processes in place.

New hires are onboarded slowly and the HR department processed paperwork manually.

Facebook's manual, paper-based system was highly time consuming and lessened the time available for new hires to learn about the company and their new jobs as well as time current HR employees could spend on other job responsibilities. Facebook HR employees had to hand deliver offer letters and tax forms to the payroll department, which slowed down the hiring process. Auditing and compliance was another critical issue, as the HR department faced errors on paperwork such as missing fields and inconsistency across all global regions. With rapid company growth around the world, all Facebook offices shared common issues, which called for the optimization of hiring practices and HR document management processes to support workforce growth.

Results

Onboarding

50 new hires per year

Hours saved

20-40 per week

Digitized paper

200K+ documents

A fully integrated user portal to automate onboarding paperwork.

DocuSign CLM routes the paperwork seamlessly from new hire to the correct department.

Facebook chose DocuSign CLM to move their documents to the cloud and create an easily searchable and secure repository for all HR paperwork. DocuSign CLM stood out as the best fit for Facebook because the user experience was simple, required little training, and fit within the Facebook platform and branding – making the onboarding experience streamlined for new hires. By fully integrating their systems, which included Salesforce®, Workday and ADP, and implementing DocuSign CLM automated workflows, hiring documents are now routed between new employees and their HR representative, replacing the old paper system. DocuSign CLM forms are used to automate direct deposit, tax and other HR paperwork. New hire documents and offer letters are immediately generated from Salesforce and can be signed with an e-signature application. Once signed offer letters are received, new hires are sent a link to the HR portal where they can login and complete all the required paperwork digitally, which is then routed directly to the correct department.

Immediate ROI realized.

Facebook HR employees were given hours back and the onboarding process is fully automated.

DocuSign CLM was implemented in less than four weeks in the US, which included digitizing over 200,000 paper files and documents. In the first week of activation, Facebook was able to save 20 hours of paper file management, which equaled a 100% ROI realized. Once DocuSign CLM was implemented in EMEA and other global regions with Salesforce integration, the time Facebook saved quickly increased to more than 40 hours per week. With DocuSign CLM, the HR team is saving time and able to focus on the bigger picture and company, new hires are more easily onboarded, and Facebook is expanding its reach globally – all inside the cloud.

ROI

100%
realized

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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