



INDUSTRY

Professional Services

CHALLENGE

Make HR processes more cost effective and compliant

SOLUTION

Workflow Automation

VALUE

- Simple, fast deployment for the IT team
- Substantial time and cost saving to the business
- More engaging, satisfying experience for end users

CASE STUDY

TRANSFORMING CONTRACTOR ONBOARDING

STRUGGLING TO MATCH BUSINESS GROWTH

As a leading staffing firm with clients around the globe, this professional services group was rapidly expanding. This put its processes under increasing strain when it came to signing-up new talent.

Attracting the best contractors demanded a modern and efficient onboarding experience. That meant moving away from resource-hungry, paper-based processes and offering a streamlined, digital pathway with a clear audit trail that fully satisfied compliance.

EASY TO ADAPT AND LAUNCH

Now, with Workflow Automation, the firm manages HR records and key content on one platform. The system was easily adapted to create a new case management solution for contractor onboarding.

Three IT staff built a fully-functioning application in record time. Point-and-click functionality proved invaluable, removing the need for custom coding, along with inbuilt features like automatic email notification and referencing for instant document retrieval.

SMARTER, FRIENDLIER PROCESSES

Gone are the days of manually tracking documents in email folders and Excel spreadsheets.

All contractor information, placement data and mandatory HR documentation is stored and managed from one central location.

The solution is linked to the firm's ERP system, so up-to-the-minute contractor and case-related data can be displayed together.

Previously, HR documentation lived in many formats - depending on contractor type, the employment location and the client doing the hiring.

Workflow Automation has reduced complexity and the potential for lost paperwork. Now, everything's managed digitally using common templates and strict version control. The system automatically alerts staff when steps or documents are missing or incomplete.



“THEY NO LONGER HAVE TO PRINT, SIGN, SCAN AND EMAIL BACK DOCUMENTS. NOW, THEY CAN REGISTER AND APPLY FOR JOBS IN JUST A FEW CLICKS.”

A MORE ENGAGING EXPERIENCE

When onboarding kicks off, the firm's compliance specialist creates an online document pack. The system automatically sends an email notification, prompting the contractor to visit a portal where they can complete forms, upload content and return digitally signed documents – all in one go.

Contractors enjoy a better experience. They no longer have to print, sign, scan and email back documents. Now, they can register and apply for jobs in just a few clicks.

BUSINESS TRANSFORMATION

HR onboarding with Workflow Automation is more streamlined and efficient. Staff no longer have to focus on collecting data and documents. So they spend less time tending to administrative tasks and more time on higher-value strategic work.

Managers have a complete view of all HR and compliance information associated with a contractor placement – minimizing the need to switch between applications, folders and spreadsheets.

Safely stored in one central location, records can be easily shared with authorised users anytime, anywhere. Custom-built dashboards provide real-time metrics and fresh insights into HR processes that can be used to plan resources and further service enhancements.

BOTTOM-LINE IMPROVEMENTS

Handling in excess of 5,000 contractors a year, these improvements have provided substantial time and cost savings to the business, consistent with research findings. In fact, IDC studies show that fundamentally transforming workflows in this way can lead to a more than 30% reduction in time spent on document-intensive tasks, 30 to 40% reduction in errors, and 25 to 30% increase in productivity.

With millions of documents already stored on Workflow Automation, the firm has big plans to do more with its content, leveraging the solution's case management and process automation capabilities for areas like contracting, accounts payable and more HR functions.

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