

HR's Guide to Digital Hiring and Onboarding

Eliminate paper and recruit and onboard top talent faster —
with the DocuSign Agreement Cloud for HR



Introduction

If you're in charge of your company's recruiting and onboarding, you know that attracting and retaining top talent is more difficult than ever. This is no surprise: Job seekers have an abundant choice of employers. According to the U.S. Bureau of Labor Statistics, today there are fewer unemployed Americans (6.2 million)¹ than there are available jobs (7.6 million).²

In order to attract top talent, companies need modern, sophisticated – and digital – recruiting and onboarding processes. Millennials, who now make up the majority of the workforce, and Gen Z are digital natives who expect their work environments to reflect a hyper-connected world.³ In a Microsoft survey, 93 percent of millennials said that the latest technology was important to them when choosing an employer.⁴ However, despite the increasing need for digitization in recruiting and onboarding, many companies still have highly manual processes and legacy systems of agreement. Consequently, HR staff slogs through hours using analog processes or a patchwork of paper and digital tools to prepare, sign, act on, and manage key agreements – such as new hire paperwork, candidate NDAs, and offer letters.⁵ This inefficient and time-consuming lack of digitization can cost a company qualified, in-demand candidates.

A recent HR Daily Advisor study found that more than 25 percent of HR leaders spend between 25-50 percent of their time on document process management.⁶ DocuSign is on a mission to give you back that time – by fully digitizing the hiring and onboarding agreement process. The DocuSign Agreement Cloud for HR is a collection of applications, integrations, and platform technologies designed to automate and connect the entire agreement process. It has more than 350 integrations covering the whole agreement process so you don't have to worry about switching between multiple systems – including the top HR tools, such as Workday, Greenhouse, Jobvite, Oracle, and SAP. Whether you're sending out an offer letter or compiling new-hire paperwork, the DocuSign Agreement Cloud for HR allows you to do business faster with less risk and lower costs, while creating a better experience for your employees.

Your HR department can and should be a strategic differentiator that contributes to your business's productivity and growth. Are you ready to adopt a modern system of agreement and transform the way you hire and onboard?

Discover 4 trends driving the need for digitization in HR

Here are some of the top tech trends transforming the way recruiters attract and connect with talent.

1. The need for an improved candidate and employee experience

In a tight labor market, your organization must make a good first – and second – impression on candidates and new employees. This means catering to candidate and employee expectations for an on-demand, anytime, anywhere experience. Research shows that a positive onboarding experience goes a long way: According to a Brandon Hall Group study, organizations with strong onboarding processes improve new-hire retention by 82 percent and productivity by more than 70 percent.⁷

2. A deluge of documents

The reams of paperwork that HR already wrangles is only increasing: 65 percent of HR leaders say document growth has been considerable since 2014.⁸ Not only are paper documents hard to track and find, they're also time-consuming to manually print, prepare, and share among candidates, legal, and payroll.

3. A growing mobile workforce

According to a Glassdoor survey, 89 percent of job seekers use mobile devices to search and apply for jobs.⁹ If HR can't send paperwork quickly and securely to candidates wherever they're located and on their chosen device, the company risks losing them.

4. An increased demand for data-driven HR

HR teams are increasingly tasked with tracking data on hiring and employee trends – data that is then used to drive policies and strategic initiatives. Digitizing and automating HR's workflow and processes can help them capture the data required to increase efficiency in hiring and onboarding.

Alleviate these common pain points with the DocuSign Agreement Cloud for HR.

Multiple systems and redundant processes

The DocuSign Agreement Cloud for HR eliminates rework and redundant data entry by seamlessly integrating with existing technology investments – SAP, Workday, and Greenhouse, among others – so HR leaders don't need to learn a new system.

Manual document signing and management

No more manual printing, signing, or faxing paper-based agreements. DocuSign eSignature lets users instantly send contracts to new hires on their computers or mobile devices. If they don't sign immediately, automatic reminders will prompt them to fill out or review the necessary paperwork. And the DocuSign Agreement Cloud for HR lets you keep track of a document's signing status.

Trouble finding and accessing completed agreements

DocuSign Agreement Cloud for HR stores all completed documents in a central database, making them easy to locate, access, and search.

Digitize hiring and onboarding one step at a time

From sending out the initial offer letter to completing onboarding paperwork, there are many opportunities to digitize and automate your hiring processes, saving time, reducing errors, and improving the employee experience.

1. Sending the offer letter

After spending days or even weeks screening resumes, completing phone interviews, and checking references, you're ready to extend an offer. DocuSign Agreement Cloud for HR makes this exciting moment more seamless by integrating with existing ATS and HCM systems so you can create and send digital offer letters that candidates can review and sign on their computers or mobile devices. Not only does this save time, the data automatically transfers between systems when the candidate signs, so HR isn't stuck manually re-keying data.

Virgin Holidays experienced an 85 percent reduction in employee offer-letter signing time with DocuSign eSignature.

Hire time shortened

A digital offer letter significantly reduces the time between HR's offers and candidates' acceptances by eliminating printing, signing, scanning, and the back-and-forth mailing of paper documents. DocuSign's eSignature applications can connect directly to your HRIS, removing the need to re-key data. And, if you're using a standard HRIS, chances are there's an integration with DocuSign already built in.

Downstream processes triggered automatically

When you manually send out offer letters, the monumental task of tracking down approvals and signatures can result in delays and dampened candidate interest. Going digital speeds up the entire process, from alerting the prospective employee of an extended offer to notifying your HR team once it's signed. (Automatic reminders will prompt the candidate to sign after a predetermined number of days.) The onboarding data is then automatically transferred to your HRIS, triggering the next downstream process.

2. Executing new-hire documents

On a new hire's first day, spend less time compiling benefits and payroll paperwork, and instead focus on creating an amazing employee experience that helps new hires feel welcome and comfortable.

DocuSign eSignature integrates directly into your HRIS, allowing you to customize and streamline your onboarding workflow. As soon as one step is complete, the application automatically triggers the next downstream process. You can easily tailor this workflow for time-sensitive documents, such as I-9s, or customization

requirements across roles and regions. And completed forms are automatically transferred to a central, secure, easily accessible repository.

Employee experience improved

Creating an engaging employee experience is a crucial part of both attracting and retaining talent. When employees spend their first day knee-deep in HR paperwork, they miss opportunities to get to know fellow employees or explore their new roles. The DocuSign Agreement Cloud for HR removes that friction.

Manual data entry eliminated

Research from Forrester found that 62 percent of businesses encounter redundancy when preparing agreements.¹⁰ The culprit? Employees manually adding information to contracts that already exists in their systems. DocuSign eSignature integrates with your HRIS and automatically pulls candidate information into common onboarding documents.

3. Tracking employee forms

Tracking the sheer number of documents involved in a new-employee hire can be overwhelming. Add all of the necessary compliance regulations, and even the most seasoned HR executive can easily spend hours organizing and checking forms for accuracy. The HR Daily Advisor Study of HR leaders found, 44 percent said that they weren't confident in their ability to quickly and accurately meet audit requirements.¹¹

DocuSign Agreement Cloud for HR automatically imports onboarding form data from your HRIS. And using DocuSign's eSignature, forms receive a tamper-proof virtual seal after they're signed. You also get an easily traceable audit trail, so you can ensure that your business stays in compliance during each step of the onboarding process – without any extra work. If you're hiring multiple candidates simultaneously, a convenient dashboard provides the current status of each applicant's contract, allowing you to easily track them in one place.

Error reduction

The automatic data transfer between DocuSign and your HRIS eliminates time-consuming data re-keying, significantly decreasing the possibility of errors in important onboarding forms.

One secure, easily accessible repository

Benefits are an important part of compensation, but paper processes make it difficult for both employers and employees to find and access information. DocuSign's Agreement Cloud for HR keeps all onboarding documents stored in one central, secure repository that is visible and accessible by employees or employers wherever and whenever they need them.

Checklist: 10 onboarding forms that you can digitize with DocuSign Agreement Cloud for HR

I-9

W-4

Benefit forms

Policy statements

Employee handbook

Relocation agreements

Equity Grants

Compensation plants

State tax forms

Direct deposit forms

The San Diego Zoo eliminated 100 percent of errors on I-9 and W-4 forms after switching to DocuSign's Agreement Cloud for HR.

Now that you know how the DocuSign Agreement Cloud for HR can transform the way you approach hiring and onboarding, give us a call (1-877-720-2040) to find out how you can get started, or **check out our website** to learn more.

Notes

¹ <https://www.bls.gov/news.release/pdf/empst.pdf>

² <https://www.bls.gov/news.release/jolts.nr0.htm>

³ <https://www.pewresearch.org/fact-tank/2018/04/11/millennials-largest-generation-us-labor-force/>

⁴ http://bizhubsmmblogs.azurewebsites.net/wp-content/uploads/2015/11/MSFT_Infographic_Millennials_v3.jpg

⁵ Forrester Consulting study (commissioned by DocuSign), February 2019.

⁶ HR Daily Advisor, "Document Management: Process and Pain Points," 2019

⁷ <https://b2b-assets.glassdoor.com/the-true-cost-of-a-bad-hire.pdf>

⁸ HR Daily Advisor, "Document Management: Process and Pain Points," 2019

⁹ <https://www.glassdoor.com/blog/9-10-job-seekers-search-jobs-mobile-glassdoor-state-mobile-job-search-survey/>

¹⁰ Forrester Consulting study (commissioned by DocuSign), February 2019.

¹¹ HR Daily Advisor, "Document Management: Process and Pain Points," 2019

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 475,000 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.

DocuSign, Inc.
221 Main Street, Suite 1000
San Francisco, CA 94105
www.docusign.com

For more information
call +1-877-720-2040