



Kelly Services Increases Efficiency by 34% as Talent Supply Chain Management

Summary

- 60% increase in work
- 18% decrease in staff
- 34% efficiency improvement

Kelly Services is an industry leader in talent supply chain management. Founded in 1946, Kelly Services has been described as the creator of the temporary staffing industry. The company provides employment to more than a half a million workers each year and supplies world-class staffing to customers around the world. Kelly recently selected DocuSign's eSignature platform to streamline their workflow, reduce labor and overhead expense, and digitize their contract process.

Challenge

Kelly offers a comprehensive array of staffing, outsourcing and consulting services to customers around the world. Despite having automated much of their workflow, every contract and supplier form still needed to be physically printed and manually signed. The reliance on paper slowed cycle times and resulted in unnecessary administrative overhead. The company was seeking a more modern and efficient way to handle contracts, forms and signatures to get talent placed more quickly to benefit client organizations immediately.

Solution

Kelly Services adopted DocuSign's eSignature solution to streamline workflow and eliminate the administrative burden of paper processes. DocuSign had the added value of seamless integration with Salesforce.

Results

Kelly supplier contracts and forms have been digitized with DocuSign. According to Steve Collins, global supplier relations contract and compliance director, the efficiencies obtained with DocuSign were simply not within reach using a paper-based workflow.



“We've achieved a 60% increase in work with an 18% decrease in staff with DocuSign – that's a 34% efficiency improvement. That's a huge accomplishment.”

Steve Collins

Global Supplier Relations Contract and Compliance Director, Kelly Services

“Before DocuSign the process was quite cumbersome,” said Collins. “We would have to email a document to a supplier who would then print it, fill it out, and sign it. From there the supplier would have to scan the printout and email it back to us. Once it was received we would print it out once again simply to sign and date it. These days, printing documents that start as electronic doesn't make sense.”

Collins says that another important feature of DocuSign that has resulted in dramatic improvements in workflow and accuracy is the real time integration with Salesforce. “When suppliers log in, the system automatically pre-populates the contract or form with their account information directly from Salesforce. That prevents errors and eliminates problems on the back end. When they are finished and hit send, DocuSign automatically updates the account status in Salesforce. The real time integration is a big benefit – our ability to use DocuSign without changing our supplier processes is huge.”

In addition to using DocuSign externally, Kelly also uses the eSignature platform to facilitate internal workflow.

“It's been very beneficial within our organization as well,” says Collins. “We use DocuSign to facilitate a rather



complex routing that involves multiple people for review and signature.”

Collins points out that Kelly has seen some noteworthy improvements by bringing their process into the digital age. “We had 90% of all our programs migrated within the first six months and so far we have completed almost 30,000 contracts with DocuSign. As a result, we’ve achieved a 60% increase in workload with an 18% decrease in staff with DocuSign – that’s a 34% efficiency improvement. That’s a huge accomplishment.”



The Global Standard for
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