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## TalentForce uses DocuSign eSignature for Salesforce to Go Digital—Timing is Everything

TalentForce is an Australian-based provider of permanent and temporary staffing focused on SaaS platforms and evangelize best practices in the cloud. The company is committed to matching clients' unique staffing requirements with its associates' skills, work history, and career goals.

### Meeting candidate expectations

TalentForce puts mobile first. Its workforce is mobile, and the company runs its entire workflow via Salesforce. During the first meeting with TalentForce a candidate is required to sign a "collection statement." Ordinarily, this would be signed on paper but paper-based signing is not in line with a fully digital business. Since TalentForce meets with candidates both in-person or via video conferencing, it became increasingly difficult to print, sign, copy and store these collection statements. Thus, the company sought a digital solution that would support a paper-free workplace and improve the overall hiring experience.

### A tailor-made and integrated solution

In July 2013, TalentForce selected DocuSign eSignature for Salesforce to keep its business digital. With DocuSign's breadth of partnerships and industry-leading REST and SOAP Application Programming Interfaces (APIs), DocuSign was a natural choice for ensuring TalentForce's back end systems were easily and securely integrated into the company's workflows. With DocuSign, TalentForce employees can individually tailor a "collection statement" while speaking with a candidate and send it in real-time to the individual's mobile device for immediate signing – anytime, anywhere, on any device.

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### Results



Reduced the time wasted on manual processes



Helped securely maintain digital best practices for all signed agreements



Helped promote company as a leader in SaaS adoption

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**Lee-Martin Seymour**  
Managing Director  
TalentForce

## A company-wide rollout

As a cloud-based business, DocuSign helps TalentForce maintain digital best practices, securely prepare, sign, act on and manage all signed agreements in a central location, and promote the company as a leader in SaaS adoption.

“TalentForce employees, clients, candidates and partners love DocuSign as it reduces the time wasted on manual processes,” says Lee-Martin Seymour, managing director at TalentForce. “As the global standard for the agreement cloud, DocuSign gives us peace of mind that our business is safeguarded, both legally and commercially.”

Today TalentForce is using DocuSign eSignature for Salesforce across the enterprise including in sales, HR, finance and legal. TalentForce also has implemented a policy that any and all “incoming” documents requiring a signature must be signed with DocuSign, including ones sent to the company via post. These are uploaded, sign and sent back to the recipient digitally for faster, more efficient processing. “Ultimately, our goal is to get all of our employees, clients, candidates, partners and vendors using DocuSign. Using DocuSign is just a better experience for us and them.”

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### 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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