

# THE DIGITAL HERO ALLIANCE

Real champions of change.  
One electronic signature at a time.



## FRANK RIBUOT

Chief Executive Officer

Randstad Australia

### HIS JOB

As CEO of Randstad Australia & New Zealand, Frank leads a 700-strong team dedicated to providing Randstad's wide range of specialised recruitment and human resource consulting services. Randstad is committed to shaping the world of work – by matching people with organisations that will develop their potential and matching organisations with people that will take their business to the next level.

**THE CHALLENGE** Randstad is Australia's premier HR services and specialist recruitment company with a mission to find the most fulfilling career for job seekers and source the best talent for employers. In an era of massive technological change and increased demand for personalised service, archaic and time consuming paper based processes prevented the leading human services provider from meeting the changing needs of today's jobseekers.

Traditionally, in the industry, jobseekers were expected to visit a branch to review and sign off a 60-page job registration pack. More often than not, these time consuming visits were made during lunch breaks or outside of traditional working hours and could take more than an hour to

complete depending on the job specification. Randstad recognised there had to be a better way to service their candidates, whilst increasing the efficiency and productivity of their team.

**THE HEROIC ANSWER** By implementing DocuSign into the job registration process, Randstad streamlined their paper heavy administration process and increased their consultants' productivity.

Candidates now have the flexibility to complete their job registration whenever and wherever they want at their leisure, significantly reducing the required time spent at a Randstad branch completing administrative tasks which can be done in the comfort and convenience of their own home or while they commute.

It also significantly cuts down administrative tasks for Randstad consultants by an average of 30 minutes per job registration, which adds up to four weeks' free time per Randstad consultant per year – time which can now be better spent on providing valuable consulting advice to jobseekers and clients.

**“How are we saving over \$1 million, one million pieces of paper, and four weeks of work per staff member every year? We went paperless with DocuSign”.**

**Learn more about DocuSign's Digital Heroes.**

“We’re continuing to find new uses in which we can use DocuSign to improve the services we provide to our customers; and enhance the processes and workflow for our employees.”



## THE OUTCOMES



### PRINCIPLE 1 DELIGHT CUSTOMERS

The solution allows for candidates to register with Randstad online, removing the need to visit a branch and spend up to four hours reviewing and completing the candidate pack, making their registration experience convenient, quick and stress free.



### PRINCIPLE 2 GROW BUSINESS

The solution piloted in November 2015 has been rolled out throughout Australia and Asia Pacific, including New Zealand, Singapore, Hong Kong, and Malaysia, following a successful local trial. More than 1,000 employees across the region now use the DocuSign solution to digitally manage candidate registrations – including which more than 20 percent who are using mobile devices to sign their job registration forms. and jobseekers.



### PRINCIPLE 3 REDUCE COST

The company has saved more than \$1 million in costs, as well as reducing employee time on administrative tasks by four weeks each year following the rollout of DocuSign. The new solution also removed more than one million pieces of paper each year from the Australian business which has major environmental benefits – a saving of 120 trees and a carbon footprint reduction of 12 tonnes of CO2 per year.