

# People not paperwork

Enhancing the employee experience  
through hire-to-retire automation.

## Submerged in a sea of paperwork

People are the lifeblood of any business, and the HR function plays a critical role in hiring, training, and retaining this hugely valuable resource. However, despite the department's strategic role, legacy tools and reams of paper are often still used to prepare, sign, act on and manage agreements.

This is far from being a 'back office problem'. As organizations across the globe work to transform digitally, HR's ongoing reliance on manual processes is having an impact – not only on productivity and the employee experience, but also on business outcomes. A recent survey,\* *The State of Systems of Agreement, 2019*, conducted by Forrester Consulting on behalf of DocuSign, found that almost a third (29%) of respondents' companies had lost candidates as a result of inefficient agreement processes in the past year.

At DocuSign, we know that business process automation is a springboard to new levels of growth – and nowhere is this more important than HR. Are you ready to find out what your company stands to gain by automating your HR document lifecycle and moving your processes to the cloud?

\* A commissioned study conducted by Forrester Consulting on behalf of DocuSign.

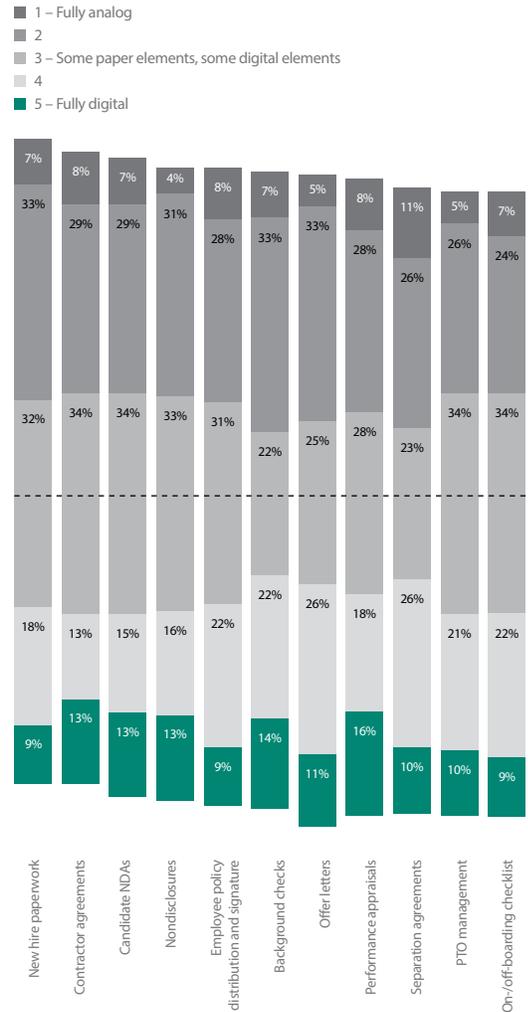
## Scale of the challenge

The Forrester research shows that, despite the range of new tools available, the digitization of HR processes is still in its infancy. Only 27% of new hire paperwork is automated, for example, making the first step in most employees' experience with a new company an analog one. Similarly, respondents stated that only a third (34%) of performance appraisals are digital – a highly time-consuming, repetitive and regular process that can be made far easier with automation.

In fact, when compared to other departments, HR is lagging behind with only 29.6% of its processes digital, versus 36.8% in Legal and as much as 40% in Procurement.

Perhaps more fundamentally, our findings indicate a disconnect between productivity and the employee experience – an experience, which we know, begins and ends with interaction with the HR team and systems. Whilst survey respondents cited 'increasing employee productivity' as one of top three most critical business initiatives in 2019, 'improving the employee experience' came far lower down on the list (in 8th place). This could explain why HR processes remain far more analog than customer-facing functions.

Please indicate the extent to which the following agreement processes are managed using digital tools vs. analog.



## Results

Department	Digitisation (%)
Procurement	<b>40.08%</b>
Legal	<b>36.80%</b>
HR	<b>29.63%</b>
Sales	<b>38.14%</b>
IT/Ops	<b>32.80%</b>

## The bottom line

### 1. Inefficient use of HR department

Throughout the hire-to-retain process, the management of documents can consume a significant amount of time, making it harder for HR to focus on hiring, retaining, and developing talent.

### 2. Poor recruitment & retention

From candidate NDAs and offer letters to policy updates and almost anything that requires a signature, the way a company processes its employee agreements can transform the way they engage with colleagues and candidates.

### 3. Reduced productivity

Manual processes are slow and they risk errors, consuming time which could be spent on more productive tasks.

**2/3**

Two-thirds of the respondents' departments process at least 500 agreements per month.

**29%**

Respondents said that inefficient and/or manual agreement processes led to them losing candidates.

**24%**

said they resulted in a poor employee experience.

**45%**

Organizations interviewed admitted to having delivered poor customer experiences as a direct result of inefficiencies in their agreement lifecycle, in the last year.

## Speed is the new currency

Most HR systems are simply not built for the speed of today's business. But candidates and employees don't want to wait. Speed is the new currency. And it's a prerequisite for all DocuSign tools, conveniently hosted on one agreement cloud.

Our mission is to transform business, by helping companies automate and connect their system of agreement from end to end, and move it to the cloud. Many companies fail to see that their HR process is underscored with agreements – all the way from offer letter, to promotions and exits. And if your HR process isn't part of a modernized system of agreement, your candidate experience, employee experience, and ultimately your business, are going to suffer.

As you evaluate solutions to help you modernize your own system of agreement, it's important to partner with a company that has the experience to set you up for long-term success.

We have used our extensive knowledge of the field to develop the DocuSign Agreement Cloud for HR:

**Sign:** By automating the signing process it helps you accelerate time to signature, making life easier for your HR department and improving your candidate/new hire experience. Security is also improved with several enhanced identification options.

**Prepare:** It delivers a fully automated contract lifecycle with document generation, collaboration, workflow, and a central agreement repository.

**Act:** Thanks to a robust set of integrations, the platform will work seamlessly with the key tools that you use to run your HR process and business, like SAP SuccessFactors, Workday, Greenhouse and others.

**Manage:** Because finding key contract terms for your agreements is critical, we also have solutions to help you discover and analyze agreements.

## System of agreement

HR Process	Agreements
Talent Acquisition	Offer letters & Employment contracts Background check consent Relocation agreements
Onboarding	Tax forms (P45) NDAs, Non-compete Equity grant Employee handbook
Maintenance & Retention	Transfers & Role changes Compensation plans Policy updates
Off-boarding	Separation agreements Exit forms Non-compete

All these agreements need to be prepared, signed, acted on, and managed

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# Potential for extreme savings

## Don't just take our word for it!

1. Salesforce worked with DocuSign to digitize their hiring process, cutting the time it took to complete offer letters by 80% (from 5 days to less than 24 hours) and generating cost savings of up to \$50 per document.
2. [ScibeAmerica](#) is scaling its HR operations with DocuSign and Workday. Before DocuSign, ScribeAmerica was preparing around 1,200 offer letters. Now with DocuSign they're processing over 21,000 offer letters and continuing to grow their operations.

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## Conclusion

HR process automation can generate both qualitative and quantitative benefits, making key functions like hiring, payroll management and benefits enrolment faster and paper-free. This allows a company to save time, reduce errors, increase compliance, and improve employee and candidate experiences.

**The DocuSign Agreement Cloud™ digitally transforms how you do business by modernizing your entire agreement process—from preparing to signing, acting on, and managing agreements. Find out more about [what the DocuSign Agreement Cloud for HR](#) could do for your organisation.**

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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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