



# Changing the game for one million transactions.

EmployBridge saves thousands of hours a week onboarding with digital signatures from Adobe Sign.

## EMPLOYBRIDGE®

*"Adobe Sign is a game changer for onboarding, boosting savings, efficiency, and compliance. We're on track to process one million transactions with Adobe Sign in our first year."*

*Chris Loope, Chief Digital Officer, EmployBridge*

### SOLUTION

Adobe Sign, an Adobe Document Cloud solution

### RESULTS

**1M** **TRANSACTIONS** processed in a year



**4M SHEETS** of paper eliminated for green savings



**22K STAFF HOURS** saved weekly



Sign anywhere for a **MOBILE** workforce



## EmployBridge

Established in 1985

Employees: 2,600

Atlanta, Georgia

[www.employbridge.com](http://www.employbridge.com)

## Credera

A management consulting, user experience, and technology solutions partner serving clients nationally

[www.credera.com](http://www.credera.com)

## CHALLENGES

- Accelerate associate onboarding time to fill positions faster and improve productivity
- Connect with associates over mobile devices
- Improve compliance by replacing physical storage with digital spaces

## USE CASES

- HR Efficiency

## Matching employers with skilled workers

Temporary work placements can benefit both employers and employees. Employers can scale to handle changes in production, while employees get flexible work schedules that can lead to full-time positions. But for employers in specialized industries such as logistics, manufacturing, transportation, light industrial, and professional, finding candidates with the required skills can be a challenge.

EmployBridge is the largest supplier of specialty staffing in the United States. More than a dozen well-known staffing brands, including Prologistix, ResourceMFG, ProDrivers, and Select Staffing, operate under the EmployBridge umbrella to match companies with temporary staff. Every week, EmployBridge onboards 15,000 associates and places 85,000 associates in temporary positions.

Very few companies manage such a high volume of associates. The company hired management and technology consulting firm Credera to develop a unique applicant tracking system for EmployBridge brands. Credera's solution allows potential associates to submit applications online and provides EmployBridge staff with a single location to manage, track, and place applicants.

One bottleneck remained for EmployBridge and its applicants: onboarding. Before becoming an associate, an applicant would sit down with a staff member and work through dozens of onboarding documents. It could take hours to review the paperwork together. Credera suggested EmployBridge look at using a digital signature solution to make it much more convenient for applicants to review and sign paperwork.

"We had several requirements for a digital signature solution," says Chris Loope, Chief Digital Officer at EmployBridge. "It needed to integrate with our custom applicant tracking system and handle large volumes and variations in documents. And most importantly, it needed to work on mobile to reach our growing number of applicants who use mobile phones as their primary device to access the internet."

EmployBridge had been using DocuSign, but after re-evaluating and testing multiple platforms, the company decided to replace DocuSign and integrate its applicant tracking system with Adobe Sign, the e-signature solution within Adobe Document Cloud. Not only was EmployBridge attracted to the powerful features in Adobe Sign, but also to its flexible licensing model that allows the company to ramp up operations when there is a surge in employment requests, such as around the holidays.

"Adobe Sign is a game changer for onboarding, boosting savings, efficiency, and compliance. We're on track to process one million transactions with Adobe Sign in our first year," says Loope.

"One of the things that made Adobe Sign so attractive was how we could use the APIs to integrate it into our custom platform and get up and running quickly."

*Ashley Cullison, Project Manager, Staffing Innovation Group, EmployBridge*

## Generating dozens of documents in a click

Using the robust APIs, Credera swiftly built integrations between the applicant tracking system and Adobe Sign. When staff is ready to onboard an applicant, they simply click a link to automatically generate an onboarding packet based on the templates stored in Adobe Sign.

"The transition to an Adobe Sign workflow was easy," says Ashley Cullison, Project Manager, Staffing Innovation Group at EmployBridge. "One of the things that made Adobe Sign so attractive was how we could use the APIs to integrate it into our custom platform and get up and running quickly."

Adobe Sign makes managing onboarding documents much simpler for EmployBridge. An applicant may sign anywhere from 30 to 70 documents during onboarding. A typical onboarding packet includes standard documents such as payroll and background check forms, plus additional forms depending on the EmployBridge brand, where the applicant lives, and the type of work for which they are applying.

EmployBridge brands currently store 154 document templates in Adobe Sign. Because there is one location for all templates, EmployBridge can update a document in Adobe Sign and all offices will instantly have access to the changes. "Adobe Sign simplifies managing legal documentation by eliminating confusion that may result if applicants accidentally sign an older version of a document," says Melissa Phillips, Digital Operations Director at EmployBridge.

## Saving millions of sheets of paper

By eliminating paper documents, EmployBridge improves sustainability, reduces costs, and lowers risk. Typical onboarding packets could contain up to 100 pages. With nearly 15,000 applicants onboarded weekly, switching to digital documents saves about 4 million sheets of paper every month, which equates to a savings of more than \$750,000 a year.

While reducing paper offers cost and environmental savings, it also eliminates the need to store physical documents. Due to legal requirements, documents must be stored for up to seven years. Each applicant's paper onboarding documents were typically stored at one of EmployBridge's 425 branch offices or at an off-site storage facility. Tracking the location and retention requirement for every document was a huge burden on staff.

"With Adobe Sign, we're replacing our filing cabinets and expensive storage facilities with digital storage," says Loope. "We're lowering costs, and we're also improving compliance because we can keep documents secure and track them much more reliably."

The legal department would typically request documents 10 to 15 times per week to verify information such as employment dates. With onboarding documents processed through Adobe Sign, finding the right file is now a matter of a few clicks.

## SOLUTION AT A GLANCE

Adobe Document Cloud

Adobe Sign

### Gaining thousands of hours per week

Thanks to Adobe Sign, applicants no longer spend hours filling out paperwork at a branch office. Instead, they can review, fill out, and sign paperwork from anywhere. "100% of our applications are now filled out online," says Loope. "With a mobile-friendly onboarding environment through Adobe Sign, we're offering a better experience to our mobile workforce."

With applicants filling out documents on their own time, branch staff no longer have to spend time sitting with applicants as they read and sign paperwork. Staff spend about 1.5 fewer hours with each applicant, leading to savings of more than 22,000 staff hours weekly across EmployBridge brands. Branch staff now have the flexibility to handle surges in employment more easily, such as around the holidays when demand for associates rises by 30%.

Branch staff are also using their saved time for other valuable business needs. They can spend more time talking to current and potential employers or visiting facilities to make sure that applicants are fitting into their positions.

EmployBridge plans to continue working with Adobe Sign to improve the onboarding workflow and provide a faster, more elegant user experience. "Our industry is constantly changing," says Loope. "We need to be ready to react to changes and provide the best possible experience to attract quality applicants. With Adobe Sign, we're providing superior experiences that have helped our brands earn recognition by Inavero as the #1 Best in Staffing\* for 2017."

For more information

<http://acrobat.adobe.com/us/en/sign.html>



Adobe Systems Incorporated  
345 Park Avenue  
San Jose, CA 95110-2704  
USA  
[www.adobe.com](http://www.adobe.com)

\* Based on Inavero's client and talent satisfaction surveys and ratings.

Adobe and the Adobe logo, and product(s) are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. All other trademarks are the property of their respective owners.