



Transforming the future of healthcare.

Illumina attracts top talent with seamless mobile experiences supported by Adobe Sign and Workday.

illumina[®]

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Hilary Dorr, Staff HRIS Analyst, Illumina, Inc.

SOLUTION

Adobe Sign, an Adobe Document Cloud solution
Workday Human Capital Management

RESULTS



Signed documents returned in **HOURS** not weeks

\$120K+

SAVED annually in mailing and labor costs, delivering ROI in less than one week



AUTOMATED processes for improved productivity



Help ensure **COMPLIANCE** with tracking



Illumina, Inc.

Established in 1998

Employees: 6,000

San Diego, California

www.illumina.com

CHALLENGES

- Deploy a mobile-friendly solution to improve the onboarding experience for new employees
- Maintain compliance standards across global operations
- Streamline digital processes

USE CASE

- HR Efficiency

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Hilary Dorr, Staff HRIS Analyst, Illumina, Inc.

Recruiting global talent

In global markets, competition for specialized talent is evolving. To attract top candidates with fresh ideas, companies need to present themselves to candidates in the best way possible. And for many companies, that first contact will come through recruiting and onboarding with the human resources department.

Illumina, Inc. is a global life sciences company with the mission of transforming human health through the power of genomics. The company has 6,000 employees in 26 countries that focus on global issues such as cancer research, prenatal screening, agriculture, forensics, and more. More than 90% of the world's sequencing data has been generated using Illumina technology.

During the recruiting and onboarding process, Illumina requires candidates to fill and sign dozens of documents such as contracts, tax forms, and other necessary forms depending on their role and job location. Printing, mailing, and getting a wet signature on all of these documents is a hassle, not only for HR teams, but also for candidates.

“It could be time consuming for our candidates to mail or scan signed documents,” says Hilary Dorr, Staff HRIS Analyst at Illumina, Inc. “We’re often recruiting global, technically savvy candidates who often do everything electronically. We decided that if we wanted to provide a better experience, we needed an easy, mobile way of signing documents.”

The HR department planned to implement Workday Onboarding to provide new employees with a personalized, trackable, electronic onboarding process. To further the digital document transformation, Illumina deployed Adobe Sign, the electronic signature solution within Adobe Document Cloud.

“We decided to work with Adobe Sign because of its full integration with Workday,” says Dorr. “With its mobile-friendly features, ease of use, and compliance capabilities, we see Adobe Sign as our electronic signature solution of choice for years to come.”

Simplified mobile onboarding

Onboarding can be a complicated process, particularly for a global company such as Illumina. The Illumina HR department maintains more than 100 variations of documents corresponding to different legal needs and requirements for new hires around the world. With 95% of the onboarding forms and documents now available electronically, new hires can fill out paperwork beforehand and spend their first day on the job working in their new teams and roles.

By integrating Adobe Sign and Workday Onboarding, new hires can access and sign onboarding paperwork from any desktop or mobile device. This is particularly helpful when dealing with new hires in areas of the world where internet access through mobile devices outstrips desktops.



“Before Adobe Sign and Workday, we had no easy way of tracking who had signed key company policy documents before their first day. With our new workflow, we can now see who has signed documents and when.”

Hilary Dorr, Staff HRIS Analyst, Illumina, Inc.

“New hires can fill out and sign all documents on their mobile devices rather than trying to hunt down printers and scanners,” says Dorr. “It’s amazing how well Adobe Sign works with Workday on mobile devices. Because it’s such a fast and easy experience, documents are returned in hours instead of weeks. And we’re saving more than \$120,000 annually on mailing costs and labor alone. With that, our ROI for Adobe Sign is less than a week.”

Improving quality and compliance

The HR department expanded its use of Adobe Sign and Workday beyond onboarding to recruiting with the implementation of the Workday Recruiting module. New recruits must sign offer letters and contracts that can be up to 20 pages long. Both recruiting and onboarding documents often have fields that must be filled out correctly in addition to requiring signatures. Adobe Sign helps onboard coordinators and recruiters achieve better compliance through improved tracking and accuracy.

The HR department uses the integration between Adobe Sign and Workday to reduce errors on forms. Administrators can set Adobe Sign to populate fields from the Workday record or establish required fields on forms and signature blocks. This reduces the possibility that new employees or recruits will accidentally return incomplete forms. Completed documents are automatically stored in the employee’s Workday profile for better employee lifecycle management.

“Before Adobe Sign and Workday, we had no easy way of tracking who had signed key company policy documents before their first day,” says Dorr. “With our new workflow, we can now see who has signed documents and when. We can quickly pull records for our legal team whenever asked, allowing us to achieve greater compliance with internal and external policies.”

More time for employee experiences

HR administrators process about 600 documents per month. With the Workday and Adobe Sign electronic workflow, HR administrators can monitor and track all documents directly through the Workday dashboard. Documents are automatically distributed at the correct time in the onboarding or recruiting workflow, and returned documents are stored in an employee’s profile. This automation saves administrators hours of organizing, distributing, and uploading files. Local HR and payroll teams can access Workday directly to confirm paperwork status or check information for their processes.

The HR administrators use the Form Wizard in Adobe Acrobat DC to easily prepare documents for Adobe Sign. “Automated processes give onboarding coordinators and recruiters much more time to work directly with new hires or job candidates,” says Dorr. “We’re providing our talent with a deeper level of service that allows us to better attract and keep quality employees.”



SOLUTION AT A GLANCE

Adobe Document Cloud

Adobe Sign

Adobe Acrobat DC

Workday Human Capital Management

Onboarding

Recruiting

For more information

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



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The HR department plans to expand its use of Adobe Sign and Workday to internal documents such as promotion letters and transfer agreements. Since Adobe Sign is pre-integrated into Workday, users will always be working on the most updated versions of both Workday and Adobe Sign.

After seeing how Adobe Sign helped to improve workflows in HR through electronic signatures, Illumina has expanded use of Adobe Sign to other departments as a standalone solution. The procurement department now uses Adobe Sign to execute all contracts facilitated by their team. As well, the customer solutions team uses Adobe Sign with customers to generate acceptance of installation and delivery of some instruments.

“With Adobe Sign and Workday, almost all of our documents are now processed electronically,” says Dorr. “The seamless process allows us to provide excellent experiences to recruits so that we can continue to deliver high-quality, innovative healthcare products and services.”