

silanis OnBoarding with E-Signatures

How to gain a competitive edge by investing
in your onboarding processes



We often hear organizations say that their employees are their most valuable assets, and that attracting and retaining top-notch talent is becoming increasingly more difficult. But how many organizations are taking a holistic approach to HR management that begins the moment a candidate first connects with the company?

Silanis counts several leading Fortune 500 companies among its customers. Now Silanis' electronic signature and delivery solutions are being used to break new ground with their electronic onboarding process.

The solution enables candidates to review and sign documents electronically via the company's secure website. Employment applications, agreements, personal history statements and offer letters are now accessed, signed and returned within minutes versus days.

Not only has this significantly improved candidates' overall experience with the company, it has reduced many of the administrative tasks and costs of its HR staffing and operations group.

While the initiative may not seem as impressive as some of the new eCommerce and eContracting solutions out there, consider this. Four percent of new hires don't return after their first day at work¹, while 40% of senior managers hired from outside the company fail within the first 18 months².

Losing a new hire within the first year costs organizations an average of \$13,000 per employee³. The cost for executives, however, can skyrocket between two to three times their salaries⁴. In fact, Bristol-Myers estimates that they lose \$500,000 each time one of their executives leave the company⁵.

The first phase of company's electronic onboarding process is aimed at creating the right first impression. Subsequent phases of the solution will address other onboarding processes to help increase employee retention.

LEGAL COMPLIANCE

Silanis can help you address all of your legal department's requirements for substituting handwritten signatures with its electronic equivalent. Our in-house consultants are available to meet with your team to demonstrate how Approval Web Server meets all e-sign requirements and the new I-9 legislation.



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THE PROBLEM

Many Fortune 500 and mid-size companies today are looking to improve the overall experience of its new-hires, as well as reduce the administrative tasks and hard costs associated with getting a new employee on-board. Not surprising considering just how long it takes for all parties involved.

Each time a candidate is offered a position within the company, for example, a new-hire package is prepared and couriered to the new employee. This typically contains the employment application, employment agreement, personal history statement and offer letter.

The documents are then signed and returned, but more often than not, information is entered incorrectly or missing entirely, or the handwriting is illegible. The HR department must then go back to the candidates to straighten out the information. This creates needless processing delays and frustration on both ends.

Once documents are correctly completed, the security check begins and the documents are often scanned so that they can be stored in the company's electronic filing system.

The entire process often takes two to three days for new-hires to sign and return application documents, and several hours for the HR group to verify and scan them.

By adding electronic signatures to the mix, the onboarding process can be brought down to minutes.

COMPLEX WORKFLOW

Approvelt Web Server from Silanis does more than just enable forms to be displayed and signed electronically on the web. It guides people through an electronic process that supports complex business rules, yet is still quick and easy to use.

THE SOLUTION

Approvelt™ Web Server from Silanis provides an ideal solution for onboarding. First, it is a transparent web solution that does not require new-hires to have any electronic signature software on their computers. Second, it is a secure and legally enforceable solution that interoperates with company's existing IT infrastructures.

New-hires can quickly and easily review and sign all application documents electronically via a company's secure,

password-protected website.

The HR department kicks-off the process by uploading the PDF documents into the system and notifying new-hires by email that the documents are ready for them to review and sign.

New hires can then enter their email address as the username and select a password to access their unique application page.

All documents and disclosures are presented to new-hires within the web browser. As they move through the process, the list of documents grows. Users click 'I agree' buttons to accept or sign the documents, while Approvelt Web Server works behind the scenes to secure the documents and create a legally enforceable agreement.

BACKEND CONNECTIVITY

Silanis can help you build your onboarding solution with an eye on the future. Not only is Approvelt Web Server an ideal solution for consumer-facing Web applications, it can also be connected to your back-end systems to further automate shared processes.

THE RESULTS

Companies can expect to see immediate and significant benefits from its electronic onboarding solution.



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Not only will candidates complete and return their application documents online within minutes, they no longer have to enter duplicate information in the various forms (i.e. name, address, employee #, etc.). The information can be programmed to automatically populate the various forms, thereby eliminating unnecessary data entry errors, omissions and processing delays.

Even the I-9 forms can be automatically populated with the correct information and electronically signed. On April 30th, 2005, the Department of Homeland Security published a rule under which Employment Eligibility Verification forms, otherwise known as the I-9, can also be processed electronically. This means that organizations can finally implement a 100% paperless, on-boarding process.

Further, because documents remain electronic, the HR department no longer has the tedious task of scanning and indexing them. The electronically signed PDF files can be automatically uploaded into a company's electronic storage

system.

Finally, companies will eliminate tremendous hard costs, such as paper, printing, and shipping.

Perhaps the greatest benefit of a fully automated onboarding process is the streamlining which improves the overall employee experience. Our Approval Web Server solution has been shown to reduce internal processing of new hires to less than 30 minutes while employee transfers are under 20 minutes. 

KEY BENEFITS

Keeping processes electronic enables companies to achieve a number of key benefits, including:

- Enhanced new-hire experience
- Elimination of data duplication
- Reduced data errors and omissions
- Elimination of manual processes, such as scanning and re-keying data
- Decreased costs, both paper and labour

References:

- 1 Drake Whitepaper Volume Four: Onboarding and Orientation, Maximizing New Employee Performance
- 2 HR Magazine, March 2005: Diving In by Susan J. Wells
- 3 Drake Whitepaper Volume Four: Onboarding and Orientation, Maximizing New Employee Performance
- 4 HR Magazine, March 2005: Diving In by Susan J. Wells