

EclectiC Executes Contracts Under 24 Hours with eSignatures

IT recruitment company implements DocuSign to streamline the consultant registration process

Company's Top Objectives

EclectiC International is an IT consulting and recruitment company, headquartered in the Netherlands, with over 20 years of experience within the search, selection and deployment of talent. Since 1992, EclectiC has grown to become a valued partner for companies in need of intelligent staffing solutions. It offers top quality candidates as well as advisory services aimed at the continuous improvement of its clients' business performance.

In order to execute contracts faster and acquire the best talent first, EclectiC partnered with DocuSign and deployed its electronic signature solution.

Challenge

EclectiC specialises in sourcing IT professionals, dealing predominantly with interim consultants who will be employed by its clients for as little as three weeks to one year. The business handles a high volume of paperwork as a result, with every new-hire and every prolongation requiring a contract to be signed between the three parties.

This process was taking up to five days to complete, in which the contract was prepared by printing, signing, scanning, and emailing it to the client as well as to the consultant, who both needed to follow the same incumbent process in order to return the contract.



Top Benefits Achieved

- ✓ Contract turn around time under 24 hours
- ✓ Streamlined consultant registration process; complete in as little as 5 minutes that previously could take over 7 days
- ✓ Customers and employees adopt the process quickly and provide positive feedback
- ✓ EclectiC strengthens brand reputation and business growth
- ✓ 2 days to go live with DocuSign

DocuSign solution embraced by customers and employees alike

Stephanie Hain, Associate Director of Operations and HR at EclectiC, describes the structure, “We find the consultants, screen them, and introduce them to the client for an interview via phone, or ideally, a personal interview. If the client is happy with the consultant, we need to execute the contract as quickly as possible so that the consultant can start immediately. But if you have a contract process that lasts between half-a-day and five days, you can’t do that.”

The speed at which EclectiC executes an employment offer is paramount to the success of the business. Following an evaluation of the contract management process, EclectiC recognised the importance of moving to a digital platform.

“It is very important for us to work digitally since we are active in a market that is fast-paced and developing rapidly; where ultimately the fastest wins. For EclectiC, that means we have to be able to satisfy a client who has made a request today, and wants to have the right consultant in place by tomorrow,” says Hain, “I reviewed the amount of contracts, paperwork, preparation time, and the number of people busy fulfilling the contracts, and I aimed to find a way to improve the effectiveness of the process.”

EclectiC provides consultants primarily for large, international corporations as well as companies located across the Netherlands. It therefore required a secure service that is available anywhere, any time and on any device, with 24-hour support.

The Resolution

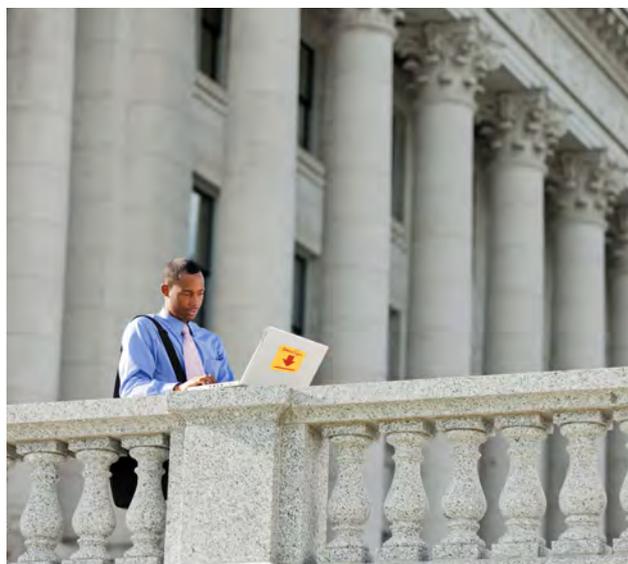
To combat the lengthy preparation time and the manual processes that all parties had to perform, EclectiC opted for DocuSign’s Enterprise Edition to nurture its exchanges moving forward.

Hain discovered DocuSign after receiving a contract to sign from LinkedIn and was immediately impressed with the application, citing “the ease of use, the pleasant interface and the internationality of the company” as differentiating factors.

EclectiC deployed DocuSign chiefly for sales contracts as well as internal approvals. “Our payments and incoming invoices all need to be approved,” continues Hain, “The processes we use it for were mapped out and standardised before the implementation, so it was only a matter of two days before we went live with DocuSign.”

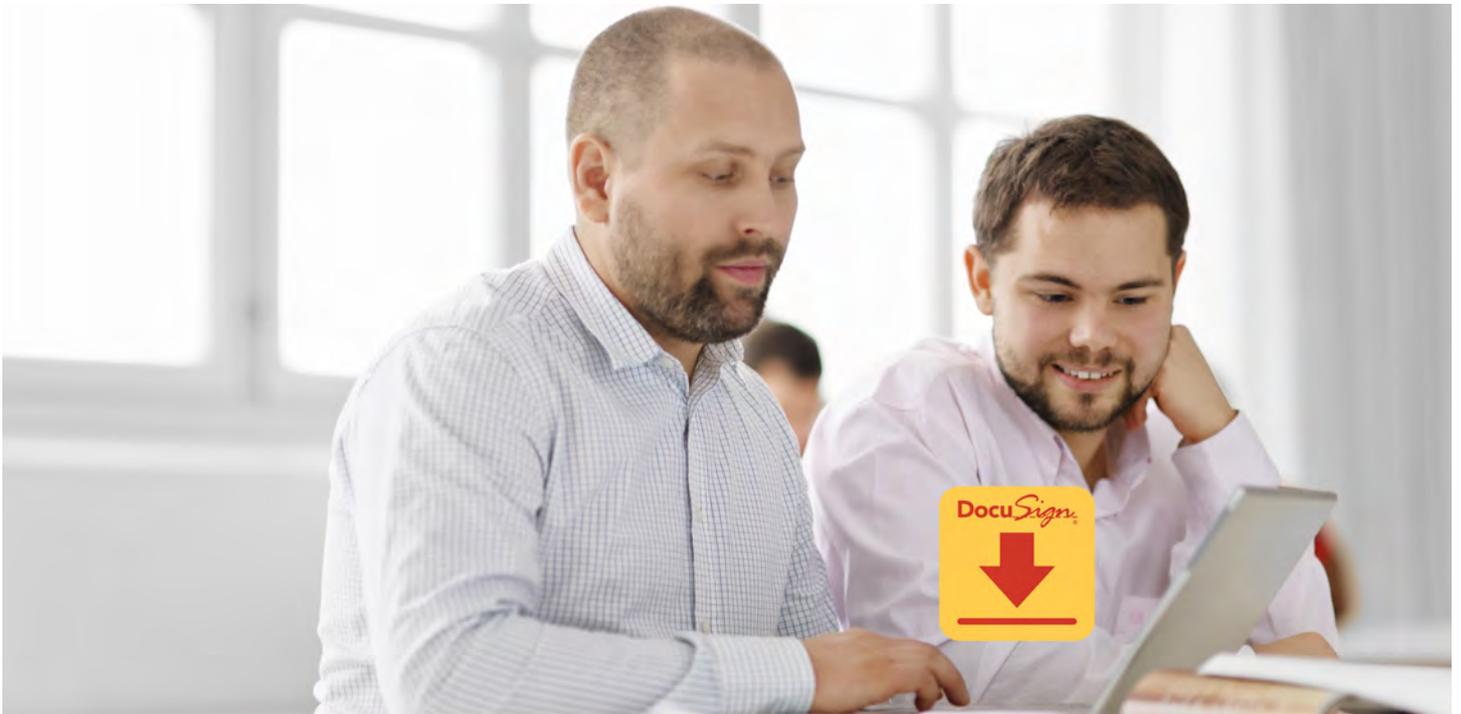
The global reach of the solution is also vital to a company such as EclectiC that operates in a niche market, as Hain describes, “It’s not only easy to use on a laptop, but also on a mobile device, so it was very convincing to me. Our worldwide customers can count on our experience to create tailor-made staffing solutions and our ability to find the most skilled professionals for their IT projects.”

This is owing to the 43 localised languages, detected through browser settings, that users can sign documents in, depending on their location. Document senders can also configure language settings accordingly to optimise the signing experience.



DocuSign has made it possible for us to bring together the parties that need to sign a contract in minutes, with just a few simple steps, and to achieve our goal very quickly. Ultimately, we are now able to complete the process in only four to five minutes that previously could take one week or longer.”

Stephanie Hain,
Associate Director of Operations & HR



The Key Benefits

With DocuSign in place, EclectiC has streamlined a previously time consuming consultant registration process. Hain explains the key results of the transformation, "DocuSign has made it possible for us to bring together the parties that need to sign a contract in minutes, with just a few simple steps, and to achieve our goal very quickly. Ultimately, we are now able to complete the process in only four to five minutes that previously could take one week or longer."

For a company that is small in relation to the size of the recruitment market, it is imperative that EclectiC stays ahead of the curve when it comes to innovative digital processes. EclectiC has achieved this by acquiring and assigning the best candidate for each job quickly and efficiently by removing the barriers that previously inhibited the recruitment process. Hain continues, "Whether it be a prolongation or a new deal, we now have a turn around time under 24 hours."

The users at EclectiC have adopted the new process with relevant ease, and crucially, EclectiC's clients have also embraced the solution, "The most important feature from DocuSign for us is that we can use it anywhere and internationally. We work with many international customers who can use the application in their own language and no matter where they happen to be in the world, they can use DocuSign. That is important for us, but it is also important for our clients," says Hain, "Our customers have adopted the entire process very quickly and provided positive feedback towards it."

As a result, EclectiC has strengthened its brand reputation. Companies choose EclectiC due to its high quality approach and excellent level of service, which has been formed around its "first time right" philosophy. Moreover, EclectiC is one step closer to reaching its goal with regards to sustainability – being CO2 neutral by 2020 by reducing its paper burden.

The administrative work involved in the registration of consultants has dramatically curtailed. Prior to DocuSign, EclectiC utilised spreadsheets to track the document status and pinpoint which party was yet to sign. Once this was established, a member of EclectiC was required to follow up and find out why the contract had yet to be signed. Now, automatic reminders are enabled within the DocuSign platform so manual chases are no longer necessary. Hain and her team can keep track of all outstanding and completed contracts at the click of a mouse, "Now we simply look at the overview in DocuSign and can see where the process is hanging – where the problem is – and quickly make the contact needed in order to be able to move the process forward."

The parties involved all receive a complete audit trail of the process and rather than performing administrative tasks, EclectiC's team has been liberated to focus on acquiring new business and developing the business, as Hain reveals, "Our growth has been massively affected as we are able to focus on the most important aspects of the recruitment process. Our sales team is focusing solely on new business growth and is able to close more deals faster, but the growth is only possible if we have an efficient back office. That is what we have now."

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