

# PRO Payroll Completes Contracts in Minutes by Going Digital

Sales and HR processes are dramatically curtailed with eSignatures

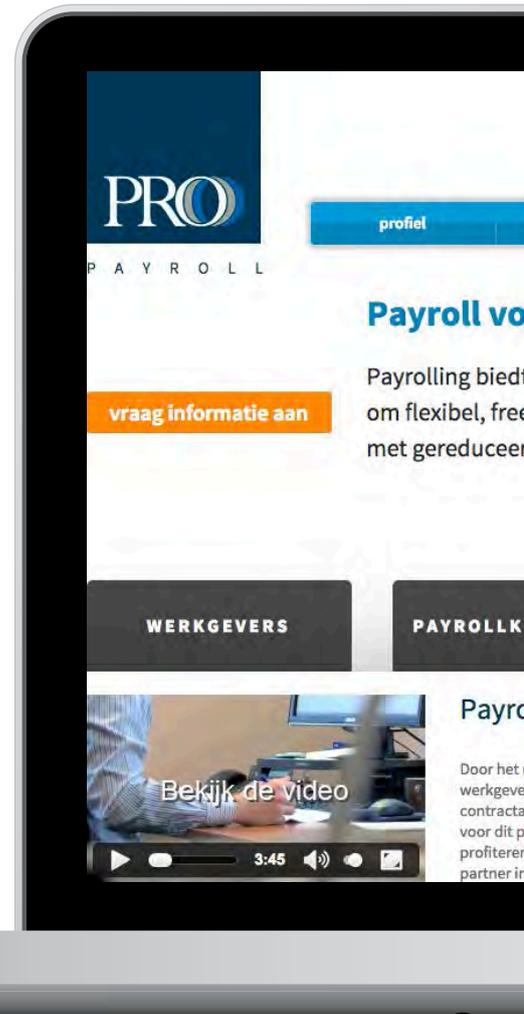
## Company's Top Objectives

PRO Payroll is a provider of payroll services in the Netherlands, allowing businesses and individuals the opportunity to be flexible yet secure when hiring staff; with minimal risk and without administrative burdens. Headquartered in Eindhoven, PRO Payroll serves customers throughout the Netherlands, ranging from large organisations to freelancers and self-employed professionals, where the company plays an intermediary role in all administrative processes so that its employees can work flawlessly.

PRO Payroll implemented DocuSign to automate its HR processes and facilitate the future growth of the organisation by increasing the speed of its contract execution.

## Challenge

Companies outsource their employer payroll to PRO Payroll, making the employees of its clients legally employed to PRO Payroll. As a result, the company deals with a variety of paper-intensive processes, handling large quantities of HR documents for internal purposes as well as sales contracts for acquiring new business.



## Top Benefits Achieved

- ✓ Contracts now completed in minutes rather than days
- ✓ Reduction in costs and improvement in the security of documents
- ✓ Administrative work involved in HR processes dramatically curtailed
- ✓ Enhanced reputation for high quality and service
- ✓ Seamless integration with Salesforce CRM

# We chose DocuSign since the legal aspect is very well covered

PRO Payroll would post documents to its clients for signature, a process that was slow and expensive. This process would delay the progress of accounts, increase the amount of time spent on administrative tasks required for each placement, and led to inefficient business processes.

Roel Benedict, Marketing Consultant at PRO Payroll, explains, "We take over legal employment practices, which means our clients place their staff with us. We provide employment contracts, do the administration, and also bare the risk of the employer."

PRO Payroll represents businesses and employees who expect high quality service in the field of compensation and contracts. It therefore required a digital solution that would enhance its on boarding process in order to attract and retain clients, while reducing the administrative burden associated with handling documents manually.

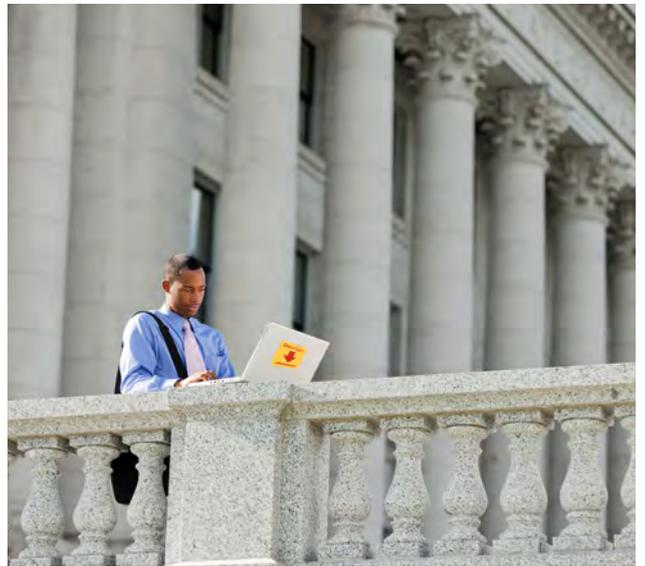
## The Resolution

With Salesforce as PRO Payroll's CRM system, the company looked for an electronic signature solution that would fully integrate into its existing workflow. The company chose DocuSign due to the ease of implementation and unparalleled level of security the solution, as Benedict says, "We chose DocuSign since the legal aspect is very well covered."

PRO Payroll has been executing contracts digitally with DocuSign since 2013. Employing DocuSign's Digital Transaction Management (DTM) platform originally for sales orders, PRO Payroll has since expanded its use case of DocuSign to HR documents due to the requirement for multiple signatories, as Benedict explains, "That is really important for us since we have contracts with several parties, normally needing three or four signatures."

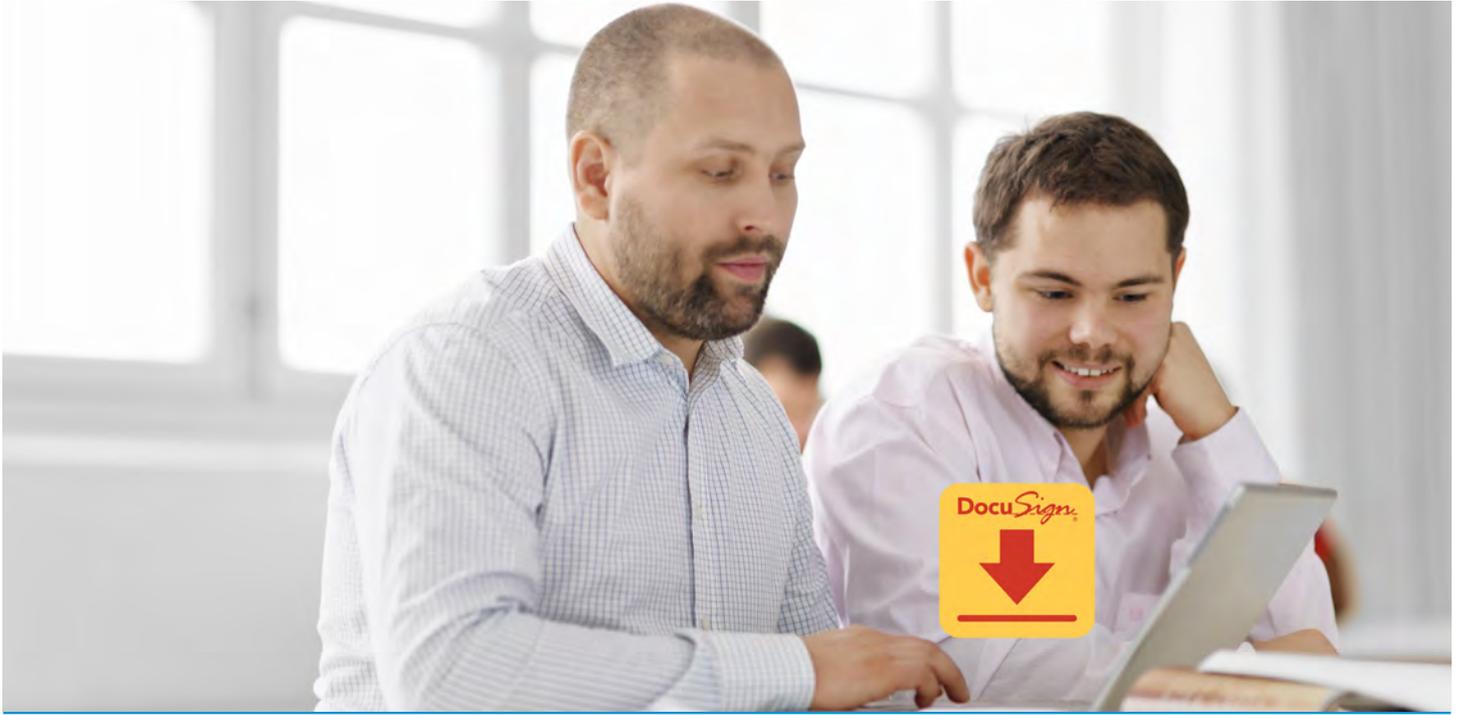
Designed to integrate directly into Salesforce, DocuSign has consummate integration capabilities as a result of its open APIs. Now, when a sales person moves a Salesforce opportunity to verbal close, it begins the contract process. Using DocuSign means that the opportunity is sent to the sales manager for approval, and at the click of a button the contract is sent for the customer's signature via DocuSign. Once the customer has DocuSigned the document, it is saved and Salesforce is automatically updated, making it easier for sender and signer alike.

"We chose DocuSign because it integrates with our CRM system, Salesforce, and also because it is easy to use for both our employees and those who have to sign," says Benedict.



The reduction in contract signing time is very important to us. Both indirectly and directly, so it saves the company money."

**Roel Benedict**  
**Marketing Consultant**



It is simply as fantastic as a system can be, and it can actually be arranged within minutes, where before it took days

### The Key Benefits

PRO Payroll has streamlined a previously time consuming sales process and is now able to execute contracts quicker in order to acquire the best talent first, satisfy clients, and keep costs to a minimum.

“The reduction in contract signing time is very important to us. Both indirectly and directly, so it saves the company money,” says Benedict, “It is simply as fantastic as a system can be, and it can actually be arranged within minutes, where before it took days.”

It is crucial that PRO Payroll stays ahead of the fast-moving market by adopting digital processes. In an industry where spend is increasing in employment agencies who are moving their back office to a third party, PRO Payroll has been able

to gain a competitive advantage by reducing the time and costs associated with sending documents manually.

The company has in place a system that will further enhance its reputation for high quality and service, as Benedict explains, “This is simply very important for our customers who often want things to be settled quickly, by reducing the time it takes to complete a contract.”

The administrative work involved in PRO Payroll’s HR procedures has dramatically curtailed since the implementation. This, in turn, has provided a unique selling point to PRO Payroll who takes care of all of the administrative processes, including billing and accounts receivable management. This allows its clients convenience, security, and time to focus on revenue-generating processes, while freelancers remain independent and can determine their own work and hourly rate.

“We find it really important as it reduces costs, but equally important are the speed and security of working digitally. You see that it is a trend in the industry. Competitors are also going digital and to stay in the fight for efficiency you have to go digital.”

**DocuSign** | The Global Standard for Digital Transaction Management®



DocuSign, Inc. (DocuSign®), The Global Standard for Digital Transaction Management® helps organizations achieve their digital transformations for dramatic ROI, increased security and compliance, and better experiences for customers, partners, suppliers and employees. DocuSign automates manual, paper-based processes with the only open, independent, standards-based DTM platform for managing all aspects of documented business transactions. DocuSign empowers anyone to transact anything, anytime, anywhere, on any device securely.

For EMEA inquiries: 43 Worship Street, London EC2A, UK  
phone +44 203 714 4800 | [emea@docusign.com](mailto:emea@docusign.com) | [docusign.co.uk](http://docusign.co.uk)