SECURED SIGNING FOR ELECTRONIC DOCUMENTS

CASE STUDY

Russell Taylor Group

"Shortly after using Secured Signing, the Russell Taylor Group began to see the results. The entire document management process is faster and simpler. Applicants fill in the automated forms within minutes. Data is pushed to the RDB CRM and digital workflows take the pressure off consultants. This means less time chasing after missing information and more time for engaging candidates. The system has removed the need for back and forth phone calls and emails.

It was just the tool we needed to free consultants up to engage more meaningfully with firms and candidates. The ripple effect of these improvements has led to a better candidate onboarding experience and shorter time to fill for companies"

- Dean Hawkins

Russell Taylor Group IT Systems Analyst

Russell Taylor Selects Secured Signing for **Secure and Efficient Document Signing**

Challenge

Improve time-consuming candidate registration process and reduce the administrative burden on consultants.

Solution

Secured Signing's RDB integration simplifies document management. Candidates complete branded, online forms and the data is automatically pushed to the CRM.

Results

Eliminated manual processes from candidate registration. Freed consultants up for more strategic work, improving job satisfaction.

BACKGROUND

By 2019, the Russell Taylor Group had been in business for over a decade. The recruitment company was one of the fastest-growing privately-owned recruitment firms in the UK.

They realised technology could help the company stay competitive. And they knew exactly where to start: inefficient, paper-based processes. Like most recruitment companies, Russell Taylor handled a lot of documents.

Dean Hawkins, Russell Taylor Group IT Systems Analyst, said the company's Recruit Right division used manual methods to perform core business activities.

> *Everything was done manually. It was candidate registration, return of IDs...using the phone and emails.*

After the data was collected, it was added to the RDB recruitment software. This way of working came with challenges. Missing data and documents caused delays.

It was enough to slow business down.

It was very time-consuming. There were three people involved in the process of getting documents across. It was you (the candidate), the consultant and admin. If we were trying to get the document from (the candidate), the consultant would have to tell (them), we need these documents. Then the admin would chase you. Then you'd get the documents back to the consultant. It was a long chain, a bit convoluted. People lost track...ID documents never come back.

Eventually, consultants were buried under paperwork. That meant less time left for the important work of building meaningful relationships.

BACKGROUND

So Russell Taylor knew there needed to be a better way.

A way to eliminate tedious tasks. A way to spend more time on strategic business priorities instead of admin.

After all, there was a lot at stake.

Fixing the problem meant pushing the company towards its goals. Recruit Right is on a mission to help create thousands of jobs. The company knew technology could help create this positive change.

For Russell Taylor, the solution was simple: digital document management.

SOLUTION

To simplify document management, Russell Taylor decided to try Secured Signing's integration within RDB.

Using Secured Signing's RDB plugin, Recruit Right's branded forms are online and automated. Relevant fields are clearly marked so candidates add all the relevant data.

With the new system in place, candidates at Recruit Right's walk-in center complete their registration online. The consultant and the candidate work together to make sure all the necessary information and documents are provided.

Best of all, the consultants don't need to leave RDB to get the job done. This meant consultants could access all of Secured Signing's features within RDB - the recruitment software they already use every day. Most modern organizations are trying to reduce the amount of context switching employees need to do - research has shown this cripples productivity.

On top of that, with the integration into RDB ProNet, recruiters can package and send multiple documents from the CRM.

Once inside, they can:

- Easily select documents they need to sign
- Select invitees who need to sign
- Allow invitee to sign multiple pages in a package of documents

RESULTS

Shortly after using Secured Signing, the Russell Taylor Group began to see the results.

The entire document management process is faster and simpler. Applicants fill in the automated forms within minutes. Data is pushed to the RDB CRM and digital workflows take the pressure off consultants. This means less time chasing after missing information and more time for engaging candidates.

Hawkins said the system has removed the need for back and forth phone calls and emails.

> ❝ *It's replaced quite a big chunk of that.*

On top of that, candidates enter their own private data. So it's also helped the group meet regulatory requirements.

> ❝ *From a GDPR perspective as well, it cuts down on the margin for error, especially for things like bank details," said Hawkins*

It was just the tool Russell Taylor needed to free consultants up to engage more meaningfully with firms and candidates. The ripple effect of these improvements has led to a better candidate onboarding experience and shorter time to fill for companies.

RESULTS

Gal Thompson, Regional Manager of Secured Signing, said:

" We're excited about giving recruitment firms the tools they need to improve the way they do business. Since the day the Secured Signing integration was launched in the RDB store, there's been strong interest from leaders in the recruitment industry.

*" More and more high-performing **Recruitment agencies** just like the Russell Taylor Group are adapting to shifts in technology - candidates expect fast, easy ways to register. The feedback from the companies we work with tells us we're on the right track. On top of significant time savings, our clients report an increase in net promoter scores from candidates.*

ABOUT **SECURED SIGNING**

Secured Signing provides a comprehensive and secure SaaS digital signature service that delivers a full range of form completion and eSigning capabilities that combine advanced Personalised X509 PKI digital signature technology with easy-to-use, simple-to-deploy, compliant solutions. Secured Signing enables its users to utilise smartphones, PCs, any tablet device, with any browser, to capture their graphical signature, fill-in, sign and seal documents, and verify them anywhere, anytime. the Green technology saves paper and storage space while cutting back on power consumption and dependence on carbon-producing services.

For more information please visit:
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