

SCALE EXPERT KNOWLEDGE & DE-RISK MANUAL OPERATIONS

Automate complex
compliance processes
at scale

A specialist recruitment company used Autologyx (ALX) to fast-track the standardisation of processes across all of its 16 operating companies as it looked to accelerate its international growth plans.

30%

reduction in
onboarding
time

100%

auditable
compliance
record

**2
months**

to scale across
12 businesses

“ The platform has been designed for our future business not just the business we are today, we want to be able to focus fully on the experience we offer, safe in the knowledge our technology will deliver.

The customer

This specialist recruitment company – spanning 16 brands - places an average of 5,000 temporary workers a week, across a range of roles and into various businesses across the globe. Ensuring that each of those workers is compliant with the necessary international requirements created a complicated process that took up a significant amount of time for both recruitment teams and candidates. This organisation wanted to fast track the onboarding process, transform its compliance process and improve the candidate experience using automation.

The challenge

- A requirement to demonstrate auditability and accountability across a very dynamic environment
- The existing onboarding process was too complex and labour intensive leading to manual delivery, with only 6 of 16 brands adopting it
- No standardisation of process or engagement with customers
- Process interacted with differently by every brand
- Failed attempt to make the compliance process customer facing, leaving it up to the sales team to deliver



The business need

- A streamlined, standardised process that was simple to engage
- Consistent technology adoption to realise the benefits of automation and data capture
- Reduction in the time to place temporary workers into roles
- Centrally managed compliance of 16 brands via a single international team
- Sales team solely focussed on sales delivery, not compliance
- An onboarding platform that would seamlessly integrate with their CRM
- Desire to benchmark their processes across varied teams

The solution

By adopting Autologyx, the company was able to effect a streamlined, effective compliance and onboarding process across all 16 brands. This included the:

- **Simplified compliance management** through the creation of a single candidate record that could be utilised across the whole business, enabling it to be managed centrally by a single team and empowering candidates to sign-up to multiple brands using one smart form
- **Seamless integration** to the existing CRM that allows the sales team to validate compliance from their preferred system
- **Central storage** of data, documents and actions for compliance and audit
- **Granular performance data** and management information across all 16 brands
- **Facilitation of benchmarking** of operations
- **Transparent management information** including performance metrics

The results

✓ Increased adoption and candidate satisfaction

New process scaled to 12 brands within the first two months, with the remaining four scheduled for the following month. The previous process had only been adopted by six of the company's brands in two years

Easier and quicker for candidates to register interest for multiple temporary roles

Candidate engagement and satisfaction increased

✓ Efficient, standardised delivery

Onboarding time reduced on average by 30%

Sales team now focussed solely on sales delivery

International team able to work on any candidate at any time, not limited by specific brands

Increased number of successful placements

✓ Improved management

Shared overhead and support services enables its brands to focus on growth rather than administration

Standardised process enabled consistent benchmarking across brands

Sales performance metrics no longer skewed by time spent on compliance activity

CIO receives weekly performance reports, encouraging continuous improvement