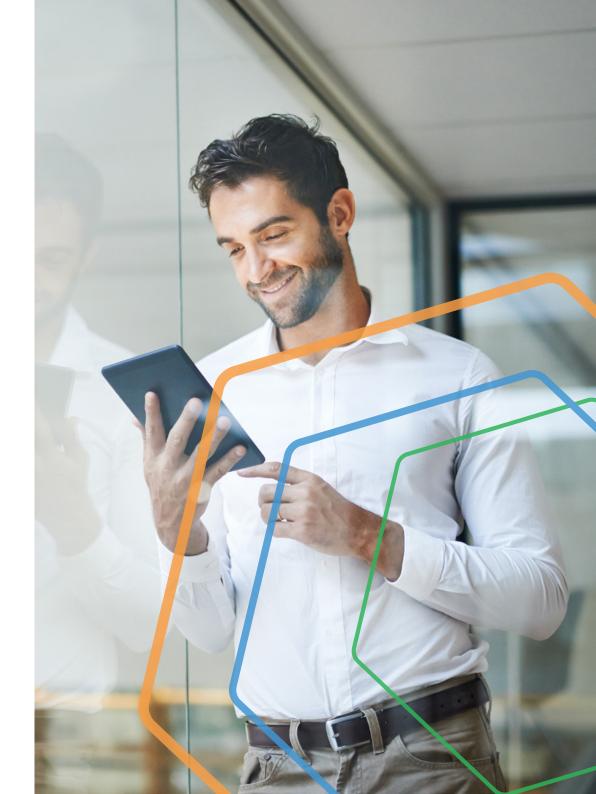# aconso | *People - Based HR*

White Paper

AUTOMATED DOCUMENT PROCESSES IN RECRUITING & HIRING

An organization's success increasingly depends on its ability to find and retain qualified employees. At a time when skilled workers are in short supply, fast, digital processes are indispensable. While many companies already use an applicant management platform such as SAP Success-Factors, full automation would include both document generation and document management workflows.

For 100% digital recruiting and hiring processes, the gap between data and documents must be closed by means of automated document generation that integrates with systems such as SAP SuccessFactors as well as digital personnel files. Companies can then benefit from a smooth digital workflow from application to appointment. A workflow that is faster and more cost-effective and has a positive impact on employer branding.

CHALLENGES

Today, companies can no longer afford to be careless in their applicant management. The job market is dry, and there are more vacancies than qualified applicants. Candidates can choose where they want to work. So organizations have to make their best first impression: with a simple, digital application procedure and fast response times.

According to a recent study by Bain & Company, it is precisely the highly sought-after young professionals who pay close attention to how a company presents itself in the application process.[1] Digital recruiting processes are the best business card. And they pay off – as a survey by Oxford Economics[2] shows. 71% of the managers at the 100 most successful companies surveyed emphasize that it is easier to recruit and retain employees after a digital transformation. But if you dawdle, you lose.

Because promising candidates will have long since joined the competition. In fact, 42.5% of the interviewees in a study recently conducted by Softgarden stated that they at some point abandoned an application because the company reacted too slowly.[3]

Many larger companies have already introduced a digital applicant platform, or plan to do so, to optimize their recruiting processes. In Germany, SAP SuccessFactors Recruiting is particularly popular because it provides a comprehensive system that can depict the entire employee value proposition. The module gathers all of the data generated during the application procedure and the employee journey. But it cannot create the associated documents automatically. So despite having a digital platform in place, companies will find that an application process might still come to a halt simply because a contract was created too late.

[1] https://www.bain.com/de/ueber-uns/presse/pressemitteilungen/germany/2019/bain-studie-zur-digitalisierung-des-personalwesens/
[2] https://www.successfactors.com/de_de/lp/oxford-economics-executive-study.html
[3] https://go.softgarden.de/studie-bewerbungsreport

AUTOMATED DOCUMENT CREATION OPTIMIZES THE RECRUITING PROCESS

For a smooth recruiting and hiring process, the digital transformation must go beyond data and include automated document generation procedures. At the end of an interview, a manager should be able to generate an employment contract at the touch of a button, on any device. The contract is assembled automatically and made available within minutes. It is compiled using the candidate's data stored in the application management system as well as predefined, legally compliant text modules. Automated document generation has many advantages.

Your benefits:

- **TIME SAVED:** Applicants receive contracts faster and sign them before a competitor can recruit them.
- **REDUCED ERRORS:** Eliminate the errors caused by data rekeying.
- **LESS NEED FOR SHARED SERVICES CENTERS:** Many companies currently have contracts drawn up by external service providers. By moving to an automated document generation solution, companies can bring the process back into their organization.
- **LOWER COSTS:** Automation, minimized errors and time savings lead to reduced costs.
- **IMPROVED IMAGE:** With the fast digital process, the company makes a positive impression on the applicant.

OUR SOLUTION

The collaboration platform *aconso* nubea closes the digitization gap between data and documents in HR processes, thus enabling 100% digital and paperless recruiting and hiring workflows. Its automatic document generation features can be seamlessly integrated into SAP SuccessFactors. Employees can operate the system intuitively via the familiar SAP SuccessFactors interface and do not need to get used to a new environment. The solution also integrates with other applicant management platforms. As documents are managed in the cloud, the system can be accessed anywhere, even on mobile devices. For example, an executive can easily create a contract on the go with a simple tap on his or her tablet or smartphone.

4.1 How it works

The *aconso* document management system communicates with the applicant management platform. As soon as a manager decides in favor of an applicant, the interface reports that a contract should be

created. Now the automated document creation process begins. The system drafts a contract using legally compliant text modules that are available as templates in the background. It leverages the relevant applicant data from the applicant management system and job information from the respective job description. The draft document is thus automatically populated with the correct data, and within seconds, a ready-to-sign contract is created either as a PDF or a Word document.

4.2. Document Workflow Management

Depending on the individual requirements of the company, a human control loop may now be incorporated into the process. First, the contract goes to the HR team to be reviewed. This step is particularly wise for jobs that require qualified professionals. Then the system forwards the contract to the relevant stakeholders for their approval and signature. In many companies, candidates have to be approved by the works council, too. The system can automatically generate a form for the works

council's approval. Council members receive the document digitally, can quickly view it on their smartphones and give their consent. The form is populated automatically in the background. If the process comes to a standstill, the system reminds the respective manager or works council member of the pending task. The entire document workflow is automated and accelerated by *aconso nubea*. All those involved in the decision-making process can collaborate in a seamless digital experience.

4. Digital signature

Approvers can sign digitally or manually. Documents to be signed by hand get a QR code which ensures that they return to the correct location in the system after scanning. If a company decides to use digital signatures the document never leaves the system. *aconso nubea* works with DocuSign. After a contract has been signed and approved, it is sent to the candidate's email address or personal section of the applicant management platform.

4.4. Digital Personnel File and Onboarding

Once all signatures have been collected successfully, an employee master data record is created and stored in the company's digital personnel file system, if applicable. The entire candidate file is transferred to the digital personnel file. The *aconso* document management system supports digital personnel files from any provider, though ideally companies should use HR document generation, process management, digital personnel file and other solutions from the same provider to avoid having too many different system interfaces. For the onboarding

process, the system now automatically generates all of the documents and forms that the employee should receive on his or her first day, e.g. privacy policy, compliance, training and other information.

4.5 Data Privacy

When it comes to sensitive personal data in HR management, data protection measures are indispensable. *aconso* is certified as per ISO 27001, and our solutions are GDPR-compliant. A sophisticated roles and rights concept enables companies to control exactly who may view which information. All actions that take place in the system are logged and stored for ten years, and can be accurately retraced in the event of an audit. The cloud servers are located in Germany, Switzerland and Norway. Access is secured by means of two-factor authentication and SSL encryption.

USE CASE - AUTOMATED DOCUMENT GENERATION IN RECRUITING AT A MACHINE-BUILDING COMPANY

A global manufacturer of construction machinery with 20,000 employees has approx. 200 vacancies to fill each year and receives roughly 1,000 applications. The company implemented SAP SuccessFactors to digitize its talent management and to accelerate and standardize processes across its locations worldwide. The manufacturer wished to empower the regional HR departments to act autonomously, but at the same time collaborate with each other via a communal system. Employment contracts were previously prepared by a shared services center in the Czech Republic.

Now the company was looking for a solution to integrate document generation into the digital workflow and bring it back into the company. The manufacturer wanted to reduce its use of the shared services center and save costs through automated document processes. To digitize recruiting and hiring from data to documents.

Since the company already used *aconso*'s Digital Personnel File solution and was aiming for a holistic, collaborative platform with the SAP SuccessFactors interface, it decided to use *aconso*'s document generation and process management systems. During the recruiting phase, the machine-building manufacturer can now create a digital candidate file for each applicant. Once the company decides in favor of an applicant, the contract is created automatically and stored directly in the digital file. If an HR manager at another location has to sign the document, it can be forwarded to him or her directly via the system. HR teams can thus collaborate digitally and seamlessly worldwide.

The employees have responded positively to the new system and find it quite intuitive. Since they were already accustomed to working with a digital platform, SAP SuccessFactors, they had no problems adopting the new automated document generation features.

aconso nubea helped the company streamline processes and save costs. It now has consistent data and documents in its applicant management system at all locations and, as a result, benefits from integrated data security and compliance with auditing requirements. HR staff always have the peace of mind that they have the right data and contracts for each and every candidate.

People - Based HR

KEY TAKEAWAYS AND NEXT STEPS

Automated document generation integrated with your applicant management system and digital personnel files enables 100% digital recruiting and hiring processes. This has many advantages: Companies can carry out application and hiring procedures faster and more cost-effectively. They benefit from greater data security, auditing acceptability and compliance. And the modern, digital HR processes make a positive impression on employees and applicants, and improve employer branding.

Recruiting and hiring are HR activities where digital processes pay off very quickly. Other HR processes will gradually follow, leading up to a full digital transformation. New technologies such as Big Data and artificial intelligence will be used increasingly. Analyses of historical data might provide valuable insights as to how document management workflows, too, could be streamlined. The technology is still in its infancy – but we are keeping track of the progress.

ABOUT US

People-Based HR - that is what *aconso* stands for.

aconso is the inventor of the digital personnel file and market and innovation leader for cloud software in HR document management. Since 2001, the *aconso* group has been setting new standards for a digital HR department with its vision of fully automating HR processes. We enable HR to focus more on the company's most important asset – the employees.

With our People-Based HR approach, we commit to putting the needs of our customers and their employees front and center. *aconso* enables efficient collaboration between HR staff, employees and managers, thus reducing the administrative burden on the HR department.

aconso has already paved the way for the digital transformation of more than half of the companies listed on the German DAX index – over 10% of German employees already use *aconso*'s Digital Personnel File. The *aconso* group helps customers digitize document management, document creation, internal communication and personnel data acquisition procedures, including scanning and logistics, thus offering an all-round service from a single source.

Our Solutions:

- Digital Personnel File
- Reference Letter Generator
- HR Document Box
- Document upload
- Proof of information
- Employment contract
- Scan service
- SAP SuccessFactors integration
- SuccessComplete

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