

How to **Simplify Your HR Workflow** for a Remote Workforce



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A prestigious Boston medical center was drawing nearly 12,000 job applicants, who wanted to work with some of the nation's top doctors and medical cases, a year. With such a high volume of candidates, handling the entire hiring and onboarding process manually – from receiving applicants to conducting phone screens, issuing notifications for background checks and sending out onboarding forms – had become untenable. Implementing an Applicant Tracking System (ATS) was an important first step toward making the process more efficient, but the medical center still had more room for improvement. Not only did they need to integrate the ATS platform into their HRIS system, they also needed to bring their talent acquisition workflow into the 21st century by making it fully digital.

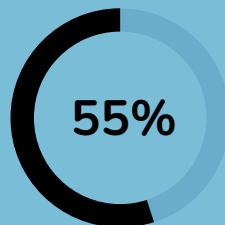
Adapting HR Processes to the Remote Workforce

Employers in every industry have wrestled with how to keep their operations running smoothly while their work models are shifting. One of the main drivers of the change has been the acceleration of hybrid work models since the COVID-19 pandemic began, and it's a trend that's likely to continue. The reason: workers are demanding flexibility and employers are getting on board.

Eighty-three percent of U.S. employers say the shift to remote work has been successful for their company, according to a PwC survey. The same poll found that 55% of employees prefer to work remotely at least three days a week. By the end of 2021, the number of permanent remote jobs available had doubled to 18% of openings, according to data analysis from Ladders, a career site for jobs paying \$100,000 or more. The analysts predict the figure could reach 25% in 2022.

The growing trend toward remote work raises a host of challenges for those whose jobs involve recruiting, hiring, onboarding, ensuring compliance, facilitating employee learning and creating a sense of community among co-workers. Schedules need to accommodate candidates, employees and managers scattered across different time zones. Interview sites move from the conference room to the computer. Contract signing and onboarding must happen virtually, too. On top of all that, HR managers have to keep track of and comply with tax and labor laws in multiple jurisdictions.

In any work model, being able to easily share and process documents is critical to keeping workflow efficiency. With a remote or hybrid workforce, the task of creating, approving, revising and renewing work-related documents can get complicated. Moving digital documents back and forth between emails, file systems and browsers of everyone who needs to be in the loop can slow down the process.



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Using Automation to Unclog the Workflow

Automation offers a way to make the process simpler and more efficient. That's what the medical center looking to streamline its hiring and onboarding discovered after implementing document and workflow management software from DocQ. They chose to utilize DocQ with a plugin to SmartRecruiters, the ATS platform they had implemented earlier. DocQ has the ability to identify when certain "events" occur within SmartRecruiters and can automatically send candidates the appropriate documents at each step in the process. For example, as soon as an applicant is marked as ready to be onboarded within SmartRecruiters, the applicant will receive a unique onboarding link in their email which they use to populate and provide their eSignature. **A process that took on average two weeks per-candidate from recruitment to onboarding and everything in between, now happens in minutes with DocQ.**

Rebecca Carr, Chief of Staff to the CEO at the background screening company Checkr, Inc., has partnered with DocQ at three companies where she designed the onboarding platform for new hires.

"One of the reasons I have used them as a partner so frequently is that they have built their own compliant e-signature that can be stamped across documents. It's a relatively difficult thing to build and apply to custom forms at scale. The flexibility that they allow to move the signature around in automated workflow scenarios is actually kind of unique."

REBECCA CARR

Chief of Staff to the CEO, Checkr, Inc.

Tech tools like document automation help to streamline the workflow not only when it comes to compliance, but also when recruiting, hiring, onboarding, and upskilling remote workers as well as when integrating them into the workplace culture. HR and IT managers have opportunities to leverage technology to improve the workflow in all those areas, especially when they apply the benefits of no code automation.

Hiring Remotely in a Worker-Driven Market

The Great Resignation has helped to create a worker shortage that puts job candidates in the driver's seat. That means employers who present a long, convoluted candidate experience will find it more difficult to attract good talent, as Scott Kriscovich, a partner with the executive search firm TGR Partners, points out.

"The candidates are playing the field, so they're going to consider a bunch of opportunities before coming on board," Kriscovich says. "If they have to talk to five or six people before somebody can make a decision, they get frustrated."

Remote hiring tends to increase the rounds of interviews candidates go through, making it all the more important for employers to look for ways to reduce the number or at least make the talks more candidate-friendly. Using virtual meeting platforms to conduct joint interviews is one way technology can help streamline candidate assessment. Another is the use of applicant tracking systems, which can simplify the recruitment process for candidates and hiring managers. DocQ's no-code platform is built for ease of integration into an organization's existing ATS system.





Two areas in which automation is especially valuable in remote talent acquisition are background checks and document management. Through DocQ's partnership with Checkr, clients can access a plug-in that automatically triggers a background check for candidates who have passed an initial set of screening questions. DocQ users can also upload templates for documents like offer letters and contracts, so they become part of the automated hiring workflow, notes DocQ CEO, Jason Kadarusman.

“We can even attach the process of candidates signing the documents as an event trigger. If they e-sign the offer letter, then they can move on to the next workflow step. If they don't sign the letter, then that would potentially move them to a different workflow step, where maybe the HR manager needs to negotiate a better offer.”

JASON KADARUSMAN

CEO, DocQ



Onboarding New Hires from Afar

From getting new hires into the payroll system to sending out virtual training content, communicating work policies and ensuring that all relevant employee information gets integrated into the human resources information system (HRIS), onboarding remote workers efficiently can be a challenge. Even the conventional method of conducting onboarding at a central physical location can take a full day or more, leaving many new hires weary and worn out from dealing with department after department, form after form. When the process is remote, there may be additional steps to ensure the paperwork is in order.

“An employee’s onboarding experience creates a major impression. If that experience is clunky, they’re going to wonder if everything about the company is going to be that way. DocQ can help companies streamline that onboarding process and create a better experience.”

SCOTT KRISCOVICH

Partner, TGR Partners

DocQ is particularly useful to employers hiring large numbers of workers because of the way it facilitates transferring data from one application to another, Kriscovich adds. The platform is easily integrated into existing HRIS systems, so there's no need to re-enter new employees' information once they're in the system. That's a big timesaver for HR departments in managing hiring documents, payroll, benefits, performance tracking and other aspects of the onboarding workflow.





Ensuring Compliance in Multiple Locations

The growth of remote work has allowed many employers to expand their hiring markets into areas where they don't normally operate. That means HR departments may face the added task of tracking and complying with labor laws and regulations in several states. On top of that, company policies about things like work hours, meeting attendance and deadlines must consider the various time zones of remote employees.

"If you wanted to have an all-hands company meeting, that probably would be hard to manage if you're hiring in different states or different countries," Kadarusman says. A more efficient meeting policy might allow for more email discussions and digital document sharing among remote workers who can't participate when the rest of the group is gathered.

"There also could be a need for new workplace etiquette rules," Kadarusman adds. "Maybe now you have meeting etiquette policies to make sure everyone is polite on the calls and that they turn their videos off if they're going to do something personal."

Document automation enables a smoother compliance workflow by streamlining the way HR managers track government regulations, as well as create and disseminate internal work policies. When it comes to government rules, where the risks associated with noncompliance are high, that's a major benefit.

"If you've got a way to leverage technology and automation, you're reducing the possibility of error that could have financial or legal ramifications down the line," Kriscovich says.

Building Culture, Community and Continued Learning



When employees aren't working in the same physical space, employers need a different approach to maintaining the organizational culture, creating a sense of community among workers and facilitating their career development. Preserving company culture was the top concern about hybrid or remote work for more than a third of the executives responding to Deloitte's 2021 Return to Workplace Survey.

Kriscovich notes that it's difficult to build and convey a workplace culture in a remote work environment, but he adds that when employers do it successfully, they improve retention. "That culture becomes an adhesive," he says. "It creates loyalty. It creates relationships that will have the impact of sometimes preventing people from changing jobs."

Innovations in onboarding and learning and development software enable remote workers to have shared experiences that help them feel part of the culture. New technology also offers solutions for HR managers who want to help employees reach their full potential. An example is DocQ Journey, a new application that HR departments can use from the time their new hires begin working until they retire.

"DocQ Journey is a learning management system that focuses on upskilling employees, helping them maintain their required certifications and providing them with the content they need to do their jobs well," Kadarusman says.



A Workflow Solution That's Easy to Work

Tech tools have little value if putting them to work is as much trouble as the problems they're meant to solve. DocQ's solutions not only provide seamless integration into HRIS and ATS systems, they also come with several other user-friendly features.

DocQ's no-code interface eliminates the need for technical skills to operate the platform. That makes it accessible to users at every skill level. The DocQ decision engine, with its condition based branching capability, allows users to customize programs to fit their specific needs.

Another DocQ advantage is its comprehensiveness, which distinguishes it from many other solutions focusing on more limited aspects of the HR workflow.

"DocQ is very unique because it can live at every level of the talent acquisition funnel," Kadarusman says, "It can receive job applications, provide screening questions, conduct background checks and then move on down to the HR systems, payroll and onboarding. It's especially well-built for companies that want to scale their hiring without scaling their HR workforce."

The job of a HR professional has become much more demanding in a work world where labor is in short supply and the hiring and management of employees must often happen remotely. By cutting down some of the most repetitive and burdensome tasks, document and workflow automation helps make those experiences a little easier for everyone, freeing up time for HR professionals to put the focus back on their talent. After all, today's workforce isn't just more remote, it's also more competitive and ready to move on to something better if your workplace operations don't make a great first impression.



DocQ is a no-code document and workflow management solution for the modern enterprise. DocQ provides varying degrees of automation: in the collection of data, empowering our end users to configure an infinite array of onboarding workflows, with dynamic decision matrices which can be integrated to any downstream systems. All of it can be done in minutes with an all-in-one, no-code solution.

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