

Competing for top talent.

Adobe provides smooth and secure HR experiences to candidates and employees using Adobe Sign.

Adobe

"Adobe Sign is a critical part of effectively digitizing HR processes throughout the employee lifecycle."

Karen Prince, Senior Director, People Resources Strategic Planning and Technology, Adobe



SOLUTION

Adobe Document Cloud
• Adobe Sign

Workday Human Capital Management

RESULTS

1,000+
HOURS SAVED

FAST OFFERS

55% of new hire offers are signed and returned within 24 hours, closing candidates faster and saving thousands of man hours annually in processing time



ELIMINATED SPEND

Eliminated overnight shipping budget by switching from paper to electronic offer packages



SECURE DATA

Protected personal data with passwords and enhanced data integrity with better audit trail for increased visibility and reduced legal risk



PLANNED INTEGRATION

Future e-signing integration in Workday Human Capital Management to reduce HR processing steps by an estimate of 50% and gain greater insights through reporting

Adobe

Established in 1982

Employees: More than 13,500 worldwide

San Jose, California

www.adobe.com

CHALLENGES

- Recruit top talent by delivering employment offers faster than the competition
- Reduce time and labor spent processing and managing human resource paperwork
- Provide new hires with a seamless recruiting and onboarding experience

"Using Adobe Sign, employee paperwork can be viewed, signed, and automatically filed within minutes."

Ysa Hernandez, Head of North America Talent Partner Support, Adobe

Right talent in the right position at the right time

Paperwork is a common challenge facing all companies, which is especially true in Human Resources. Between recruiting, hiring, onboarding, and day-to-day tasks, paperwork can slow essential HR processes at every stage and negatively impact the experience for candidates and employees. For Adobe, the People Resources department is committed to using technology to help candidates and employees have a great experience with what can be seen as tedious HR processes.

"Top candidates will most likely receive multiple offers," says Karen Prince, Senior Director of People Resources, Strategic Planning and Technology at Adobe. "So, it becomes even more important that we provide candidates with an excellent first impression throughout the recruiting process and get an offer in their hands as quickly as possible. And then we want to continue that great experience as long as they're an employee."

Fast, productive electronic workflows

To provide prospective and current Adobe employees with fast and secure service, Adobe uses electronic signature workflows built around Adobe Sign, and Adobe Document Cloud solution. Previously, the People Resources team could spend hours printing, sending, reviewing, scanning, and filing reams of paper to process offer letters, legal agreements, benefits paperwork, and other employee documents. The recruiting team would have to wait for days or even weeks before signed papers were returned via an overnight shipping vendor.

"Using Adobe Sign, employee paperwork can be viewed, signed, and automatically filed within minutes," says Ysa Hernandez, Head of North America Talent Partner Support at Adobe. "We processed about 2,000 offers last year, and Adobe Sign helped us shave thousands of man hours off of processing times. Because of this, talent coordinators spend less time on basic tasks like making copies and stuffing envelopes, and more time on strategic activities like scheduling interviews and working with recruiters."

The time and cost savings are even more apparent when dealing with company acquisitions. "To make the onboarding process as seamless as possible for employees at acquired companies, we strive to send out all offer letters to the new employees at the same time," says Prince. "Adobe Sign is vital to our ability to onboard at scale with minimal wait times."

The tracking capabilities in Adobe Sign enable HR teams to quickly check whether offers have been viewed or signed, helping to determine if recruits or employees from acquired companies are ready to be onboarded or if they might need more reassurance—vital insight that might otherwise get overlooked during a busy time.

"By switching to electronic documents with Adobe Sign, we also eliminated 100% of our overnight shipping spend in the United States."

"With accurate paperwork, we can get new employees up and running in their jobs, which is a win for both Adobe and the employee."

Karen Prince, Senior Director of People Resources, Strategic Planning and Technology, Adobe

Signing documents through Adobe Sign is fast and easy for new employees, accelerating the return of offer packets. Approximately 55% of Adobe offers are signed within 24 hours, with 28% signed within an hour. "By switching to electronic documents with Adobe Sign, we also eliminated 100% of our overnight shipping spend in the United States," adds Prince.

Sharing accurate and secure information

Adobe Document Cloud delivers additional security and organizational features essential to HR. "We deal with a large amount of personal information, so security is important to us," says Hernandez. "When we send documents through Adobe Sign, we can add password protection so that even if an email is accidentally sent to the wrong person or forwarded by mistake, only the intended recipient can access the file, which reduces legal risk."

Working through Adobe Sign also prevents signers from altering agreements or returning incomplete paperwork, which improves document accuracy and dramatically reduces requirements to review documents before filing them. "With Adobe Sign, the signer is prompted where to sign and where to fill out required information. From the positive feedback we've received, it makes it easy for someone signing electronically for the first time to correctly submit information," says Prince. "With accurate paperwork, we can get new employees up and running in their jobs, which is a win for both Adobe and the employee."

Integrating with Workday

Building upon the success of using Adobe Sign, Adobe is looking forward to even more improved workflows through the integration of Adobe Sign and Workday Human Capital Management (HCM). Through this integration, People Resources is already looking at streamlining personnel records, starting with the telecommuter agreement.

Currently, when a manager agrees that an employee can switch from an in-office to telecommuting position, the manager must route the telecommuter agreement for confirmation and obtain approval signatures from the employee and a higher-level approver. The manager then submits the form to the Adobe Employee Resource Center (ERC). At this point, the form remains in a queue until HR generalists can open a case, and process and forward forms to the data operations team to change the personnel record.

Using the integration between Workday HCM and Adobe Sign, managers will now be able to initiate and monitor the process directly through Workday. The manager will be able to check the status at any time, rather than calling around for updates. Automated tagging will enable the form to bypass the ERC entirely, cutting down the open case load and freeing HR teams to handle other important tasks. After being signed, the form can also be automatically routed to payroll, the data operations team, and other departments at the right time, helping to update employee records faster and keep worker compensation codes accurate and compliant.

"With the integration between Adobe Sign and Workday, we're seeing potential opportunities to improve productivity as we streamline common HR form processes such as global benefits."

Karen Prince, Senior Director of People Resources, Strategic Planning and Technology, Adobe

SOLUTION AT A GLANCE

- Adobe Document Cloud
 - Adobe Sign
- Workday Human Capital Management

"Handling forms through Workday will reduce the steps in processing time by 50% and gives us much more control to keep records accurate and compliant," says Prince. "With the integration between Adobe Sign and Workday, we're seeing potential opportunities to improve productivity as we streamline common HR form processes such as global benefits."

From candidate applications and offer letters to benefits paperwork and training confirmations, electronic signatures add valuable speed and security to HR interactions. "Adobe Sign is a critical part of effectively digitizing HR processes throughout the employee lifecycle," says Prince.

For more information

www.adobe.com/go/dc-enterprise

<https://acrobat.adobe.com/us/en/documents/integrations/workday.html>



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