

HUMAN RESOURCES

HR Consulting Services

A Case Study for HR Streamlining and Efficiency



INTRODUCTION

When it comes to managing Human Resources, efficiency is a prime factor. A well-organized hiring process, creates a positive experience for potential hires as well as HR and Management teams. Optimization of procedures results in the reduction of downtime and increases the rate at which new employees are introduced into the company's workforce.

CLIENT:

Confidential
Department of Defense contractor, specializing in private security, public safety and emergency management solutions. They provide a suite of professional services to evaluate, design and implement public safety and emergency management solutions. The client is headquartered in Central Florida with offices nationally and projects all over the globe.

*“Efficiency
is doing things right;
Effectiveness
is doing the right things.”*

Tim Ferris

CHALLENGE

The client is heavily regulated and has many administrative challenges that make hiring very time consuming. A critical onboarding step, the security clearance, required the early collection of social security numbers, which was slow in a manual paper-based process. Critical information was often omitted or illegible. Their pace of hiring ebbs and flows, based on project need, requiring huge hiring rates at times that would overwhelm their small HR department.

CRITICAL FACTORS

- Employees needed health benefits at start of employment to ensure coverage before being sent abroad
- Hiring occurred in remote locations, requiring new hires to be flown to company headquarters
- Security clearance / background check issues could result in a costly and wasted trip

CONSULTANT

Wendy Sellers, *The HR Lady*

SOLUTIONS & RESULTS

The client brought Wendy Sellers, MHR, MHA, SHRM-SCP, SPHR onboard to improve the hiring process and other HR needs. As the new HR Director, she replaced the manual paper-based hiring process with a single, cloud-based solution, allowing their small HR staff to handle all of their hiring needs around the world.

Hiring can occur in the field, anytime, anywhere.

With only an Internet connection, Wendy and her team can hire and onboard a candidate while adhering to strict DOD regulations. From a single online dashboard, they can send an eApplication out that will gather critical information to start the process.

The minute an eOffer is accepted, the security clearance process can start. DOD forms are downloaded and sent electronically. Passport information is captured and custom forms are completed. Screening processes begin and information is immediately routed to IT, payroll, and benefits systems so that laptops, email aliases, and health care benefits are all ready for day one. I-9s are sent and stored electronically. E-Verify is also completed.

This cloud-based ***solution scales with the client's needs***, handling tremendous hiring volumes at times without the need for additional HR resources. Sensitive employee data RESULTS are collected and stored electronically and securely, eliminating the need for non-HR personnel (such as field or hiring managers) to have access to such data or to have to handle paperwork sent to unsecure scanners or printers.

No information is missing, as the client can determine what information on their forms is mandatory, and nothing can be left blank. Retrieval of this information is likewise accessible anytime and anywhere should HR need it. Employees and their dependents are enrolled in their medical benefits on day one, so the client can get them started with medical clearances immediately, without complicated after-the-fact billing.

New hires are brought on in record time, and are impressed with their new employer's speed and efficiency – attributes that have made them a leader in their industry. This new process allows the new hires of her customer to get to work in the field right away where they are needed, serving critical emergency management and public safety roles.

DRIVING CHANGE THAT DELIVERS RESULTS

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- Average time to hire reduced from 6-8 days to two days
- \$24,850.04 savings in the first year
- Administrative time for completing new hire paperwork reduced from six hours to 30 minutes
- HR administrative tasks shifted to clerk. HR Director now focused solely on growth, strategic planning and sourcing
- Increased new hire satisfaction with process
- Increased compliance to 100% for Department of Defense regulations