

A part of a digital transformation project, Tradestaff were looking for ways to streamline the candidate experience. Not only did Kyloe AwesomeDocs help them achieve this, it also helped to facilitate business continuity during the COVID-19 lockdown.

Background

Established in 1996, Tradestaff holds over two decades of experience supplying temporary and permanent workers to the trades and industrial sectors. Having connected more than 80,000+ workers with upwards of 20,000+ businesses of all shapes and sizes over the years, they have grown to become the industry leader.

Tradestaff have been using Bullhorn since 2015 and added Kyloe AwesomeDocs to their setup in 2019.

Challenges

The main challenge Tradestaff was looking to overcome in the first instance was the candidate experience, where the candidate would be required to spend a lot of time filling in paperwork, and then consultants had to scan it to Head Office.

Tradestaff was also relying on consultants to remember to include everything in the candidate pack. The manual approach meant that important forms (for example, MOJ police checks) were sometimes being missed out, which resulted in consultants having to go back to candidates with more requirements and prolonging the experience even further.

Consultants were also required to do a lot of manual work and duplication of efforts was common. Simple things like saving documents was very difficult to manage and resulted in various issues.

" I would absolutely recommend Kyloe – they provide a rock-solid service and AwesomeDocs works like a dream."

Claire Duffield (Business System Manager, Tradestaff)

Key objectives

The key objectives for Kyløe were:

- Provide a central, cloud-based solution that would help Tradestaff's document management processes become more cost-effective and reduce the amount of administration work that consultants were expected to carry out.
- Improve the candidate experience by streamlining the document sharing and signing process.
- Enable an environmentally friendly approach by reducing the amount of printing required.

" Being able to save files straight back into Bullhorn is gold – AwesomeDocs completely removes the risk of forgetting to forward documents or scan them to a specific folder."

Claire Duffield (Business System Manager, Tradestaff)

The Kyløe solution

After listening to Tradestaff's challenges we were able to see that many of the problems they were facing would be easily solved by implementing AwesomeDocs, our end-to-end document management system designed with recruitment in mind.

Through AwesomeDocs, Tradestaff have been able to transform their document management process, in a way that complements their existing Bullhorn CRM.



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Benefits and impact

The implementation of AwesomeDocs has played an instrumental part in Tradestaff's digital transformation and has dramatically improved the candidate and client experience, Claire Duffield (Business System Manager, Tradestaff) explained.

"One of the main benefits we've found is that the need to forward or scan completed files has been completely removed. Previously, the consultants had to print registration forms for the candidate to fill out in the branch. Our branches would then scan and forward the document on to our Head Office who would relabel it and save it.

"Now, the candidate gets an electronic copy that they can electronically sign in one click, and the completed document is automatically saved to the correct record in Bullhorn – it's real-time! This functionality is absolute gold to us."

A major benefit that Tradestaff discovered during the COVID-19 pandemic was the ability to do safety checks remotely. *"During lockdown we still had essential workers going out on site which meant we still needed to do site safety checks. Normally we'd need visit the site to do this, but we've been able to complete these remotely with minimal disruption to our business and relationships – we wouldn't have been able to do this without AwesomeDocs", Claire said*



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