



Frontline x Onboarded By the Numbers

40+

recruiters using
Onboarded

400+

candidates onboarded
per month

85%

of candidates complete the
process in under 48 hours

200+

hours saved each month

Frontline x Onboarded

Established in 2001, Frontline Human Resources (FHR) has a legacy of creating opportunities for blue-collar companies and workers. With decades of expertise in human resources and industrial relations, FHR's compliance and speed-to-market get the job done time and time again.

Australian owned and operated, FHR has branches in Victoria, New South Wales, South Australia, Queensland and Western Australia. With remote teams and a huge database of contingent workers, FHR has the scope to support projects and clients nationwide.

The Challenge

FHR was built with a people-first focus, and while it has grown and evolved in the ensuing years, that focus has never wavered. And today, people remain first and foremost when it comes to making business decisions.

So when Systems Manager and Project Lead Fiyandi Sujanto was tasked with improving the candidate onboarding process across the group's brands, he knew he also needed a solution that valued candidate experience as much as FHR does.

"The number of candidates we onboard each month fluctuates seasonally, but it's typically around the 300-400 mark. We were doing this process manually. It was

not only taking up our consultants' time but it wasn't an efficient process for candidates either. So we knew we had to find a better way," Fiyandi says.

The Solution

When an FHR account manager introduced him to Onboarded, Fiyandi says he was immediately impressed with the ease and speed of onboarding.

"I was pleased with the functionality we saw within the Free Payroll Pack, but when we started talking about customisations, Onboarded really came into its own," he adds.



"Working across blue-collar, white-collar and medical recruitment, as well as apprenticeships, we had specific requirements for each subset. And we also had additional requirements for our healthcare division, which has its own brand."

The Results

With Onboarded, FHR has a fast, easy and compliant onboarding process across its branches. Fiyandi says it's also provided consistency and standardisation across the onboarding process, something that is critical when running a network or branches with several divisions and more than one brand.

Fiyandi adds that it's reduced their paperwork and made securing the data simple. "When you are dealing with copies of paperwork, IDs, etc., security is critical. This meant locking up paperwork in cabinets and ensuring it was stored securely. That headache is gone now too."

With a single, secure URL to complete the process, Fiyandi and his team no longer have to worry about securing data, and there are no passwords or logins to manage either.

"With Onboarded, candidates are completing the process in as little as 24 hours, and internally, I'd estimate it's saving our team 200-300+ hours each month. It's easy for candidates and easy for us. It's a win-win."

FHR also has a two-step onboarding process, with the first step completed after screening and before the interview. If a candidate is successful, the next stage of onboarding commences. This process ensures Frontline has candidates up and running before they commence with a client.

"Onboarded supported us with this set-up, so the solution works for our process and not the other way around," Fiyandi says.

