



Robert Walters ANZ x Onboarded – By the Numbers

1,500

onboards per month

300

staff using Onboarded

53%

of candidates complete onboarding in less than 2 hours!

From 7 hours to just 15 minutes: How Onboarded revolutionised onboarding for Robert Walters in Australia and New Zealand.

Since 1985, Robert Walters has been on a mission to be the world's leading specialist professional recruitment consultancy. From humble beginnings in London, today, it is a listed company represented in 52 countries across the globe.

And innovation continues unabated. Project Manager, Australia and New Zealand, Belinda Mott, has witnessed a significant shift in the last decade.

“During my time at Robert Walters, the organisation has gone from a global recruitment firm to a holistic talent advisory business, offering market intelligence, payroll only services, executive services, the full gamut,” she says.

Belinda is responsible for a wide range of projects across the business, encompassing everything from enhancing the customer experience to implementing new technology.

And inefficiencies in onboarding put Onboarded firmly in her sights.

The Challenge

Robert Walters transitioned to more digital onboarding tools around six years ago, but Belinda explains there was still room for improvement.

“We’d certainly evolved from candidates bringing in hard copy paperwork. However, we had incidentally created a fragmented system, using multiple disconnected platforms. This led to inefficiencies across

teams and functions and made it time-consuming for our candidates.”

Robert Walters is rolling out a global in-house CRM. So, adding to the challenge was the need for a solution that would eventually integrate with this custom-built CRM and FastTrack, the payroll system used in Australia and New Zealand.



The Solution

While Belinda liked the look of online solutions at first glance, compliance, security, and candidate experience are paramount at Robert Walters, so she started with extensive due diligence.

A rigorously vetted solution

"We rigorously vetted potential onboarding platforms. There were information security reviews, data protection reviews, legal, infrastructure – you name it. So, it was a high bar for any platform. But I can genuinely say that in our review process, Onboarded was the stand out."

"Onboarded not only had the infrastructure to support an organisation of our size, it also had an impressive level of customisation and the agility to deliver the specifics we needed. In contrast, many other platforms were off-the-shelf products. We would be asked to take what they had pre-built and shoehorn our processes into it. Onboarded was the other way around – the team customised the entire solution to fit our processes and the experience we wanted for our candidates."

Simple to implement and integrate

Onboarded excelled during the implementation process, according to Belinda.

"The implementation process was seamless. We had weekly calls with Onboarded throughout the build and implementation. We were constantly making changes, and our needs were evolving. Whatever new hoops came up, the Onboarded team found a way to jump through them."

"Onboarded assisted us with testing and guided us through the rollout process, making any tweaks along the way. It was really good, really easy. We couldn't have asked for more."

Onboarded also helped Belinda and her team with an integration workaround while the global CRM is being built. The interim solution pushed documentation to SharePoint, eliminating the need for manual data handling.

Belinda explains that (Onboarded Founder) Raj Soni was incredibly involved and had invaluable knowledge of onboarding and their existing payroll software.

"Raj's extensive experience made integration seamless and problems non-existent. From FastTrack to VEVO Check and MOJ partner integrations, Onboarded got everything working for us. Any integration we thought of (and still think of), Raj and his team had already considered it and had a plan. It's just been so easy on every level."

Fast adoption across the business

On top of easy implementation, Belinda highlights that staff adoption rates have also been impressive – no mean feat for almost 300 staff.

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"I was impressed by how fast Onboarded was adopted across the team. It's not always easy to shift a process with almost 300 staff, but the speed of adoption was far better than I could have hoped for".

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"All our staff instantly saw the value of Onboarded, so it didn't feel like a huge cultural shift. It's a testament to the ease of use and quality of the platform".

"There was no need for intensive training, just a few small video clips and an internal Q&A session. Everyone picked it up within the first few days. Onboarded doesn't require full user manuals or multiple training sessions. It's simple to learn and easy to use – you can just get in and get started on what you need to do, which is important for any business who works at pace".

OBDoc provides single source of truth

Off the back of a successful implementation, Robert Walters added Onboarded's OBDoc product to their suite, allowing them to get all their candidate docs completed and signed on one platform.

"OBDoc has been excellent as it allows us to have documents signed and stored in the same place throughout the candidate lifecycle. The need for document signing doesn't stop at Onboarding for us, so it's great to have that single source of truth for our team and continuity of service for our candidates. It's simple to use, and all key stakeholders are familiar with the platform, so it makes it easy on both sides."

The Results

In the last year, Robert Walters has onboarded more than 14,000 candidates through Onboarded across Australia and New Zealand, with plans to expand Onboarded to other locations.

A better experience for candidates and staff

"Before using Onboarded, it took a candidate 30 minutes to register with us and around 4 – 7 hours to complete what was required for us to onboard them. Now, it takes a maximum of 3 minutes to register and just 15 minutes for the candidate to complete onboarding. And we're getting them back faster than ever, with more than half our candidates completing the process within two hours of receiving the link," Belinda explains.

Not only is Onboarded fast, but candidate feedback has been overwhelmingly positive, too.



"Previously, we received commentary on the challenges of the onboarding process in our candidate surveys. We did a pulse check after we implemented Onboarded and found satisfaction ratings in the 4.2-4.7 out of 5 range".



"We've vastly improved the candidate experience with Onboarded, and that's what we set out to accomplish."

An anytime, anywhere solution

Belinda highlights that one of the other great things is that Onboarded is device agnostic.

"Candidates can complete our onboarding process anytime, anywhere and on any device. They just take a photo of the required document on their phone and upload. The platform also prompts the candidate if information is missing or incomplete, so they can quickly fix any errors, like wrong document numbers or expiry dates without us identifying the issue and having to send it back. That's a significant improvement for our candidates and our team."

Onboarded has been a game-changer for the Robert Walters team on several levels.

"The team loves the ability to see the status of each onboarding process. Before, we would send a form into the ether and wait. Now, we can monitor and track candidates' registration and onboarding and see where they're up to. If they need assistance, we can even walk them through the forms in real-time."

A genuine partnership with ongoing support

For Belinda, the post-implementation support has also been impressive.

"With a lot of technology products, you get some support during implementation, but then it feels like you are palmed off. Our experience with Onboarded has been the complete opposite".

"The Onboarded team is still very much involved. We talk every few weeks. If there's something we want to explore or change, it is never an issue. I'll throw an idea at Raj via text on a Friday afternoon, and by Monday, we'll be talking about the steps to make it happen".

"It's a real partnership with Onboarded. Our candidates are happy, and our team is too. They can just get on with supporting our clients and candidates – and we know if we need anything, the people who can make it happen are only a phone call away. Onboarded has been a win all round," she concludes.