



Onboarded X Enterprise: Improving Candidate Experience

Enterprise Recruitment, a leading New Zealand recruitment agency with over 50 years of experience, has successfully transformed its onboarding process through the implementation of Onboarded, a cloud-based onboarding platform, and its seamless integration with RDB, their recruitment CRM system.

Numbers at a glance

27

internal users
across 5 offices

2,375

onboards completed
in the past year

5,400

onboards completed
within 24 hours!

The Challenge

Enterprise Recruitment manages 650 to 700 temps in the workforce daily. With such high recruitment volumes, processing candidate information had become a serious bottleneck. Previously, the team used a digital signing platform, which involved sending paperwork and waiting for responses with little visibility into candidate progress. This lack of transparency slowed down operations and made it difficult to provide a personalised level of support.

Janine Altenburg, Technology and Systems Manager,

explains: "Our previous digital signing platform didn't give us a clear overview of where candidates were in the process. We'd send paperwork and then just wait. With 27 team members across 5 offices, this lack of visibility made things difficult, and it slowed the process down for candidates as well."

The team needed a solution that would not only enhance the candidate experience but also integrate smoothly with RDB to ensure a streamlined tech stack. Enter Onboarded.



The Solution

In 2022, Enterprise Recruitment adopted Onboarded, transforming their candidate experience with real-time tracking and transparency. "Onboarded was a breath of fresh air," Janine shares. "Knowing it integrated with RDB made the decision easy."

Onboarded's seamless integration provided the team with clear insights into where candidates were getting stuck, enabling them to offer targeted support. Janine notes:

"Onboarded has given us complete transparency over the process. If a candidate is stuck, we can step in and help. This extra visibility has helped us speed up the entire onboarding journey."

The Results

Faster Onboarding Times

Since implementing Onboarded, Enterprise Recruitment has dramatically reduced the time to onboard, with over 5,400 onboardings completed within 24 hours. In the past 12 months, they have onboarded 2,375 roles, removing much of the stress from the process.

Improved Candidate Experience

Onboarded's user-friendly interface has been a game-changer, allowing candidates to complete tasks anytime, anywhere, on any device. Real-time prompts for missing information ensure a smooth and efficient process. The support from Enterprise Recruitment's team combined with Onboarded's technology has greatly enhanced the overall candidate experience.

Ongoing Support

Enterprise Recruitment praises Onboarded's exceptional customer service. "The customer support from Onboarded has been amazing, and that's critical for us," says Janine. "We've dealt with other providers in different time zones who struggled to deliver timely support. With Onboarded, there's nothing their team can't do."

The partnership between Enterprise Recruitment and Onboarded has not only resolved key operational challenges but also enhanced the overall candidate experience. With seamless integration into their existing systems, faster onboarding times, and continuous support, Enterprise Recruitment is now better positioned to manage its high volume of temporary staff. The success of this transformation highlights the impact of choosing the right technology solution that aligns with both operational needs and strategic goals, paving the way for continued growth and efficiency.