



Numbers at a glance

1

Average days to onboard

4100+

5-star candidate reviews

8000+

Hours saved onboarding

16000+

Candidate onboards via Onboarded

Onboarded solves bottlenecks for IPA

IPA is a national recruitment firm specialising in placing talent across a wide range of industries, including business support and call centres, ICT, health, construction, finance and not-for-profit. It's also a social enterprise. One hundred per cent of its profits go back to supporting community programs in aged care, disability and child care.

On a day-to-day basis, it runs the same as any other agency, and increasing efficiencies is always on the agenda for National Operations Support Manager, Kylie Wickert.

The Challenge

When Kylie joined the business in 2018, she was tasked with finding ways to improve business processes, and candidate onboarding was high on her list.

"The onboarding process was largely manual and quite clunky. It involved lots of different touchpoints with candidates to collect information, from bank accounts to tax, super, ID and certifications," she said.

"Sometimes we would receive hard copies from candidates; other times scanned copies via email, which all had to be uploaded to our FastTrack system. It was cumbersome and time-consuming for our team and our candidates."

Kylie says this was something the whole team recognised and there had been previous attempts to take things digital; however, the solutions hadn't worked for IPA.

"Prior to my commencement, other options had been explored, like electronic signing tools, but they weren't fit for purpose. They didn't properly support an onboarding process. There was no logical flow, so it didn't solve the challenge at hand."

The Solution

So, Kylie started looking for an onboarding platform that would resolve the bottlenecks and free up her team's time while allowing candidates to hit the ground running in their new roles.

"We talked to a few providers, but we found that they only did select pieces of the puzzle. We really needed an end-to-end solution that would manage all the steps and integrate with our FastTrack system so we could eliminate double handling of data," she said.



"Ultimately, that's why we chose Onboarded."

Kylie says she knew her decision was right from the outset. "The way Onboarded supported us to deliver the right solution was incredible. They were quick to respond to questions, and the answer was almost always a resounding yes."



"It was really easy to roll-out too, and the ease of use ensured we were able to get consultants on board quickly. In any change process, there is always some resistance, but it didn't last long when they saw what Onboarded could do for them."



The Outcome

With Onboarded, IPA consultants simply send a secure link to candidates, and the system takes it from there, prompting candidates to complete each step of the process.

"Our consultants can't imagine their lives without Onboarded now. It takes a fraction of the time the previous process took and integrates seamlessly with our FastTrack system. All the forms are housed in once place, it's easily accessible, it's all just so much quicker and more efficient."

And Kylie says candidates love it too.

"We find that candidates complete the process fast and easily. It's mobile-responsive and incredibly user-friendly. Another great feature is that it auto-fills key data, pre-populating fields like name and contact details from our database so candidates don't have to provide this basic data again.

"At most, the whole process would take them 15 minutes, all done on their mobile. That's vastly different to scanning and emailing all the documentation or bringing it in person.

The process is designed to be simple, guiding candidates through the process, and Kylie says this is reflected in the ratings they receive.

"At the end of the process, candidates rate their experience, so we are getting real-time feedback. We are seeing four- and five-star ratings, so that's been fantastic."

While Kylie says the team is loving Onboarded, she sees even more potential across the business to deepen the partnership.

"We've successfully rolled it out across all thirteen national branches now, and I believe it has even more potential to support other business processes. The next step is to look at what other functionality we can embed across the business to reduce manual workload even further."