

# Client Success

**Alphanumeric reduced onboarding by 2-4 days  
and increased candidate happiness.**

## About Alphanumeric

Alphanumeric is an innovative provider of business productivity services, focusing on three major areas: Technology, Knowledge, and People. They provide key IT solutions to ensure maximum performance and reduce the amount of time spent reacting to issues, with effective and flexible learning tools that enable customers to quickly train any workforce. Alphanumeric's strategic personnel sourcing and process streamlining solutions drive performance within the organization and are engineered to empower clients to meet and exceed their most fundamental business goals.

## Client Challenge

Alphanumeric was looking to streamline their already well-honed internal processes. The company sought out a solution that can eliminate the need to use spreadsheets for tracking candidate and client documentation, reduce repetitive administrative tasks, as well as decrease time-to-onboard. A first-time user of any eSignature service, they began using the SmartSign eSignature service in October 2017.

## Results

Alphanumeric reported the following outcomes from using SmartSign:

- The overall candidate onboarding process has been reduced by 2 – 4 days
- The HR department now saves “countless hours” in not needing to continuously follow-up with candidates to obtain signed documents
- The SmartSign service enables Alphanumeric clients to perform file audits more efficiently and effectively by storing all documentation in one secure location
- Happy candidates who appreciate the user-friendliness of the SmartSign service

Alphanumeric considers SmartSign “slick” and a “game-changer” for their business and regards the positive impact on both candidates and the HR department a boost to their business. The time savings, easy-to-use interface, elimination of paper and repetitive administrative duties, along with cost-effective pricing made the decision to use SmartSign a great move.