

JTE Recruit Pte Ltd

Case Study



Optimizing Processes in a Startup

It's tough to stay organized when you receive more than 600 job applications every day. JTE Recruit, a recruitment agency startup, has banked on a professional document management system (DMS) from early on. This helps them keep their processes slim and the company can concentrate on its core competencies.

It's hard to find new employees in booming Singapore. A dynamically-growing new business, JTE Recruit, is specialized on quickly finding the right people for companies.

Launched in 2014, the startup now has 14 recruiters who help find staff for all types of industries, put together temporary contracts, and process payroll for the company's clients. Over 200 placements are managed per month, from simple administrative staff up to high salary management posts.

JTE Recruit Pte Ltd

Industry:
Service / Consulting

Location:
Singapore

Applications:
Personnel HR, Payroll Processing

Document Types:
Correspondence, Resumes/CVs, Letters of Recommendation, Certificates, Contracts, Email

Requirements and General Environment

Several hundred documents are processed daily at JTE Recruit, including hundreds of emails, client contracts, and of course loads of candidate documents such as resume/CVs, transcripts, letters of recommendation, certificates, etc. Before they moved to a document management system (DMS), their recruiters stored all these documents on their own laptops, so the company was unable to capture much of this information within a central organizational structure. To have a basic overview, they entered important data regarding candidates and vacancies in a centrally used Excel table. If documents had to be shared between employees, they would be uploaded into a Dropbox folder and then distributed with an email link.

Searching for information was particularly problematic with this form of decentralized storage. "As soon as a document was shared with colleagues, it was kept in multiple folders on a variety of local hard drives," explains Jonathan Ong, co-founder of JTE Recruit. "We would then have to get in touch with different employees to get our hands on the latest version of a document." With their strong growth, the young company knew that it would be increasingly untenable to work in this way and that both their employees and customer service would suffer for it. "With the growing flood of documents, we knew it was going to get harder and harder to quickly access relevant candidate documents. And since a successful placement is our core competency, we knew we had to change something," adds Jonathan.

The Tasks

- Storage of 600 candidate documents per day
- Quick retrieval of important documents
- Simple splitting of individual documents or sharing of complete search results



The Solution

Jonathan's team began to look for a solution: it needed to be easy to use, provide central storage, and give multiple employees different levels of access to documents. "We ultimately found DocuWare," remembers the company's co-founder. "How simple it is to store and manage documents impressed us from the beginning. We were also pleased to have a local DocuWare Partner who could support us with the project that also came with excellent references."

In the meantime, ten employees are now working every day at the company with the DMS. Nearly all of their existing paper archive has been digitalized. The digital folder structures from individual workstations have been migrated into their central electronic document pool. "Today, we can store documents within seconds into our central archive, even when we're working outside of the office," explains Jonathan. Application documents, contracts or even email are simply dragged into the appropriate electronic file cabinet and indexed with a few mouse clicks. Index terms can be chosen from pre-defined lists or directly taken from the content of a document.

Step by step, they built a complete database that houses every candidate's documents. The right profiles can be accessed in seconds using finely detailed index terms. "Let's say one of our clients is looking for an engineer with at least two years of work experience who is specialized in a certain area – we can quickly line up the appropriate candidate folders on our screen and pass on the best choices to our client," Jonathan proudly reports.

When JTE Recruit's recruiters need to discuss certain documents internally, they can also share any searches they conduct with their colleagues by email. One click on the embedded URL link will open the result list containing links to all the necessary documents

The Benefits

The quick and easy availability of documents has not only increased employee satisfaction at JTE Recruit, but has also allowed the company to do much more with the same size staff. Customer inquiries are now answered significantly faster thanks to their central document pool. Built-in document versioning prevents their recruiters from using incorrect or old information. Jonathan Ong is very pleased: "Because our employees make fewer errors and find documents more quickly, we have been able to increase our placement speed by almost 50 percent and thus considerably boost our competitiveness."

In addition, the use of the DMS revealed another crucial advantage. Since the resumes/CVs, certificates and other candidate documents are now centrally archived, they aren't lost when of their own recruiters should leave the company. "The knowledge about potential candidates is therefore, in a sense, passed from recruiter to the company. That has significantly limited our risk exposure," summarizes Jonathan Ong. "I'm glad that even in this early stage of our business we were able to build on a modern document management system, which significantly simplifies our work and allows our recruiters to focus on their core competencies."

The Benefits

- Candidates can be indexed/assigned within seconds
- Placement speed increased by 50 percent
- Central storage of all candidate documents
- Lowered risk exposure



Conclusion



"Thanks to the consistent use of our DMS, we were able to increase our placement speed by almost 50 percent and significantly increase our competitiveness."

Jonathan Ong, Co-Founder JTE Recruit, Singapore



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