

Let **people** succeed

The Future of Hiring

Unlock efficiencies with HR document automation



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Introduction

Why is HR process automation essential?

With intense competition for talent across the job market, HR teams face countless challenges to attract and retain the best candidates.

Offering an exceptional experience during hiring and onboarding has never been more important to engage and inspire new starters. Ultimately, taking a more strategic approach to talent acquisition will help to deliver long-term business value and build future success.

31%

31% of HR decision makers say the slow adoption of process automation solutions within the organisation is what employees find most frustrating at their company*

And yet, HR teams are often held back by time-consuming, error-prone manual workflows, spending hours on data entry, collating information on applicants, and preparing onboarding documents and materials. Where speed and agility are essential for success, HR remains constrained by overly complicated working methods.

*According to Ricoh's 2024 Research on Fulfillment Through Work.



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Why Ricoh?

Key challenges

Manual workflows curb HR productivity

Slow manual working impacts every step in recruitment and onboarding, dragging down productivity. Bottlenecks emerge when HR manually handles applications and chases stakeholders to review candidates. In the blizzard of email and paperwork, the company falls behind on performance metrics, and the candidate experience suffers. The sheer weight of tedious manual work can leave your HR team members feeling dissatisfied, demoralised and unmotivated.

Legacy HR tech creates inefficiencies

Limited integration between HR systems often means applicant and new-hire data is scattered across multiple file servers, shared drives, and physical archives. As a result, HR teams face frustration switching between interfaces to access data and documents, while users working remotely are unable to access key information. There are also implications for compliance and security. Storing employee data haphazardly makes it difficult to run audits and ensure that sensitive HR records are managed in accordance with data privacy regulations

Unresponsive HR frustrates top candidates

Ultimately, manual HR processes undermine your search for talent. While HR teams are bogged down by administrative work, they are unable to respond quickly to incoming applications. Candidates left waiting to receive an acknowledgement or for an interview date soon lose their enthusiasm for the role and look elsewhere—so you can end up missing out on the most-qualified people available.

It's a similar story with onboarding. The first few days on the job offer a golden opportunity to build engagement and ensure that new talent feels supported and ready to contribute. An admin-heavy, unsupported experience can leave a lasting negative impression, contributing to high turnover during the first year and high costs when HR repeats the recruiting lifecycle.



According to Ricoh's 2024 research 27% of HR decision makers say not investing enough in automation processes, leaving employees bogged down by manual processes is the **top factor** impacting employee productivity at their company



According to **Enboarder® recent research** - only 26% of employees said they felt fully informed, engaged, and confident during their most recent onboarding.

Definition

What is document automation for recruitment and onboarding?

Automation enables HR teams to streamline the repetitive, labour-intensive document management steps in the recruiting and onboarding pipeline. It provides a rich array of digital capabilities to automate and simplify the capture, processing, storage, and management of recruiting and onboarding documents—including application forms, CVs, cover letters, job offers, policy handbooks, contracts, and much more.

50%

In a recent article, [Harvard Business](#) said “When you onboard employees properly, you can reduce first-year turnover by 50%.”

The potential positive impact of document automation on your HR operations is huge. It offers a proven method for replacing time-consuming manual work and email-based communications with faster, more transparent workflows for managing applications, reviewing candidates, and collecting onboarding information.

As automation handles the heavy lifting in the hiring cycle, your HR team has more time to focus on the work that really counts.





How does HR document automation work?



1. Faster hiring and onboarding workflows

Document automation can accelerate steps across the recruitment journey - from sourcing applications to final hiring. As completed forms, CVs, and cover letters arrive from applicants, document automation can capture and classify their information, enter data into HR systems, and then store items in a central repository. Even with high volumes of incoming applications, automation will process documents quickly, efficiently, and seamlessly.



Ricoh Europe 2024 Fulfilment through Work survey says: 47% of HR decision makers say investing more in staff to enable them to do their job more efficiently is a higher strategic priority in 2024 than in 2023

Preconfigured, automated workflows can then notify and remind everyone in the HR team about their next tasks, such as reviewing, approving, or commenting on applications. This will keep the hiring process moving forward and help to avoid lengthy email trails and communication errors. Once a candidate is chosen, an offer letter can be automatically sent, with integrated electronic signature tools enabling a faster, smoother sign-off.

Document automation can also support a radically enhanced onboarding experience, sending new hires simple-to-use digital forms to complete, rather than lengthy paper packets. And HR can leverage automation to request key tax information and identity documents from new starters, minimising the need for manual follow-ups.



2. Anywhere, anytime document access

Automatically storing documents and information in one central location makes life much easier for HR teams, instantly eliminating the cost and complexity of using multiple file servers and physical archives. Integration between document automation systems and other HR tools also enables quick data transfer and retrieval.

And HR teams can access files in the central repository via browser or mobile anytime, anywhere, even when working remotely. It is easy for them to locate specific information on candidates and employees within the system, helping to boost productivity and efficiency, and hugely enhancing the user experience.



3. Secure, compliant document storage

Managing compliance becomes much simpler, too, with documents automatically processed and organised within a single system. HR teams can define retention periods for candidate and employee records in line with GDPR and other data protection rules, and the system will automatically delete or archive them when the time comes.

You can also enforce specific data security and encryption policies to ensure only authorised members of the HR team have access to sensitive files. And during audits of hiring and onboarding processes, the centralised storage model makes it easy to locate relevant documentation to comply with evolving regulations.



Accelerate your hiring process in *6 steps*

According to several industry research and some of our case studies, automation can accelerate time-to-hire by up to 80%. By automating document management processes, you can design and build a streamlined recruitment and onboarding journey, featuring the following steps:

Pre-hire

Hiring

Onboarding

01

Open new position via recruitment request form

Hiring manager requests creation of new position, to kick off the process.



Candidate application collection & review

Candidate information and documents (CVs, etc.) are collected via a form, securely stored and routed to hiring managers for timely actions.



02

03

Candidate application via approval workflow

Relevant stakeholders are notified to review and approve the offer. New joiner information is collected via a form and stored compliantly.



Offer management with e-signature integration

Offer letter and contract are automatically sent to candidate for signature, keeping the entire process secure and streamlined.



04

05

Onboarding document collection & routing

A digital record is created for the new employee, where onboarding documents (ID, contracts, etc.) are stored and routed to HR for review and approval.



Equipment setup ready for day 1

HR requests IT equipment and access for new joiner, ensuring everything is ready for employee's first day.



06

Better equipped for the battle for talent

Document automation holds the potential to transform your HR operations, removing bottlenecks and enabling skilled HR professionals to become more responsive, productive, and engaged in their roles.

With integrated, automated processes, HR teams will naturally shift their focus towards building more people-centred positive connections with candidates, helping to attract the very best talent into your business.

85%

Research on the use of automation and AI in HR, 85% of employers that use automation or AI say it saves them time and/or increases their efficiency.*

In addition, simplified and automated HR processes are not only more efficient than manual working—they are much more scalable, too. As the business looks to expand into new markets and locations, HR will have more capacity to screen applications and onboard people in higher numbers to support strategic growth.

For candidates themselves, the experience becomes more engaging and inspiring. HR will have more capacity to welcome and support new hires, ensuring they feel integrated into the business and ready to contribute from day one. In the long run, the aim is to help maximise talent retention rates and control recruitment costs.

*Research from SHRM website: [Fresh SHRM Research Explores Use of Automation and AI in HR](#)



Customer story

B&M accelerates HR onboarding with digital transformation

B&M, a leading UK retailer with over 600 stores and 28,000 employees, faced delays and inefficiencies in its paper-based HR on-boarding process, especially during peak hiring seasons.

Partnering with Ricoh, the company implemented an automated document management solution, to streamline workflows and automate key processes.

As a result, B&M reduced on-boarding time from weeks to hours, ensuring new hires are ready to work faster. The shift to digital workflows has enhanced compliance, reduced manual tasks, and improved overall efficiency, enabling the HR team to focus on strategic priorities.

Employees now experience a smoother, more engaging start to their roles, reinforcing the company's commitment to growth and excellence.

Read full customer story [here](#)



Using workflow tools and automation can save the hours that colleagues used to spend performing manual activities. We are now able to engage new employees into the business [...] within hours, rather than weeks. This is something that legislation now requires, and we would not have been able to manage that without being able to streamline and automate the process. In turn, our new colleagues are able to feel engaged with and valued by the business much more quickly through this streamlined on-boarding process.

David Grady, IT Director
B&M



Why Ricoh?

Automate your document management process for recruitment and onboarding

Ricoh can help you to take a step towards faster processes and more productive HR, with our automated document management solutions for recruiting and onboarding. We can help you to build unified, integrated workflows that deliver a stronger experience for your HR teams and candidates.

Ricoh provides bespoke consultancy and digital solutions to automate recruiting and onboarding processes, transform HR document management, and help your people succeed. Ricoh works with enterprise, mid-market, and small businesses, helping to align HR processes with the needs of your people and strategic goals.

To gain the true benefits of automation, Ricoh's specialist teams will help you to identify the pain-points and bottlenecks in your current recruiting and onboarding processes, and subsequently plan the best possible ways to digitise, streamline, and optimise your workflows.



Over 2 in 3 HR professionals say the time it takes to fill open positions is somewhat **(53%)** or much better **(16%)** due to their use of automation or AI.*

To learn more about how HR process automation can help your people succeed, contact Ricoh [here](#)

*Research from SHRM online article: [Automation & AI in HR](#)



Why Ricoh?

At Ricoh, we provide solutions that place people and their experiences at the heart of what we do so they can truly thrive

This includes creating an exceptional employee and customer experience for people and teams wherever they are, automating tasks to free up time and supporting growth through implementing the right technology for organisations of all sizes.

With more than eight decades spent understanding how people work, today, Ricoh is transforming the experience of over a million organisations and hundreds of millions of people across the globe.

In cooperation with Ricoh we're committed to designing technology and spaces that make life easier and support a sense of Fulfilment through Work. This drives our own people every day.

That's why our ambition is clear: to help organisations

Let **people** succeed

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