Adobe® EchoSign® & TargetCW

Improved customer service through innovation

Through a team of dynamic and experienced human resources professionals, TargetCW specializes in contingent workforce solutions for their clients across the United States and overseas. The dedication to customer service and focus on utilizing technology for streamlining processes are core values for TargetCW.

TargetCW currently provides staffing and payroll services for more than 3,000 employees every year and constantly looks for ways to improve efficiencies for its clients. "The faster we can help onboard new employees, the better we will be at meeting our standard of delivering high-quality service to our clients," explains Meliza Barriga, client relations and marketing coordinator for TargetCW. "We turned to Adobe EchoSign as an innovative way to improve our business by creating an efficient, paperless environment."

"Adobe EchoSign streamlines our entire onboarding workflow, reducing the average time from two days to under an hour. With greater efficiencies, our account managers can focus on spending more time with clients, giving every account a personal touch, instead of dealing with paperwork."

Customizable solution, streamlined and paperless

TargetCW previously relied upon faxes and emails to move its contracts from beginning to end. The company researched solutions and found that Adobe EchoSign, the automated contract management solution, combined robust eSignature capabilities with easy-to-use mobile access. Using Adobe EchoSign, TargetCW can customize all of its new hire, payroll or staffing packets based on the specific requirements of the client. For example, some clients need security clearances or non-disclosure agreements, while some packets require 4 signatures and others require 10. "Adobe EchoSign is simple and customizable. We can use it for any type of document and all types of approvals," said Barriga.

Many candidates work in the field or have unique work schedules, without quick access to a computer. Adobe EchoSign provides the ability to complete and sign employment forms using a mobile device, making it easy to reach anyone, anywhere. "Adobe EchoSign delivers instant access and swift turn-around times through smartphone and tablet access," says Barriga.

Adobe EchoSign provides a real-time view into the status of contracts which is especially useful with multiple signors in the process. This enables account managers to provide clients with timely updates or expedite documents by revealing delays. "Adobe EchoSign streamlines our entire onboarding workflow, reducing the average time from two days to under an hour," says Barriga. "With greater efficiencies, our account managers can focus on spending more time with clients, giving every account a personal touch, instead of dealing with paperwork."

Adobe EchoSign and PDF are helping TargetCW go paperless, a move that not only helps meet environmental standards, but also boosts security by eliminating the need to manually process papers containing sensitive personal payroll information. "Adobe EchoSign is friendly, flexible, and extremely efficient—everything that we are known for."

For more information
www.echosign.adobe.com

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