



Case Study: Adecco Group

The Overview

A Fortune Global 500 company, The Adecco Group is the world's largest human resources provider and temporary staffing firm in the world. Adecco Colombia, a branch of The Adecco Group, was using manual processes to communicate with its employees, customers, and to collect and store data. These manual solutions resulted in communicated lags, posed significant security risks to sensitive information, and created a lack of transparency in software accessibility among temporary employees.

Aware of the need to equip its employees with more effective tools to generate higher productivity, The Adecco Group sought a cloud-based workflow automation solution for its Colombian branch. Adecco Colombia uses the ProcessMaker platform to automate temporary employees' core service operations through its online portal, Adecco Online. With ProcessMaker powered by Amazon Web Services (AWS), Adecco Colombia has since improved its customer service, database security, and reduced customer support costs.

The Problem

Adecco Colombia needed a way to coordinate its core service offerings to its contractors. Prior to ProcessMaker, Adecco staff supported its temporary employees through manual, ad-hoc email chains. Since the workflows were not clearly defined or systematized between staff members and customers, there was little visibility into the status of each support ticket. This created room for reporting errors or other preventable, human mistakes.

Adecco found that tickets were often left unresolved due to other work tasks taking greater priority. Often, a customer support analyst would route a ticket to a staff member through its ad-hoc email system, only to have staff forget to update users when their issues were resolved. Since all of the call notes were taken manually, the information collected from each client remained inconsistent. Furthermore, staff input this information into Microsoft Excel, meaning that data was often lost or incorrect due to accidentally deleting information or entering numbers in the wrong row.

The branch also suffered from clearly defined process management, along with transparency around how much software accessibility was permissible for its temporary employees. Managers granted access to contractors on an ad-hoc basis, often taking days or weeks for new users to get



THE ADECCO GROUP

Adecco Colombia accelerates its customer experience, reduces customer support costs, and improves its overall security by automating core service operations using ProcessMaker via AWS.

Industry: Staffing

Country: Colombia

The Results

- Greater visibility in customer service requests
- Defined process management for calls, data entry, customer interactions, and workflows between staff
- Increased employee support from management
- Reduced costs by automating previously manual tasks

access to the systems they needed. At the same time, these contractors were granted access to systems and permissions that were off-limits to employees outside of upper management. This posed a significant security risk to Adecco Colombia.

The Solution

As a deeply customized service, Adecco Colombia required a workflow solution that was more flexible than other options they had considered previously. Adecco Colombia began working with ProcessMaker in 2016 with the goal of reducing manual work to drive down costs involved with many of its core service processes. The branch started by building an automated workflow that allowed staff members to review vacation requests submitted on Adecco online.

ProcessMaker would integrate seamlessly and extend the capabilities of Adecco Colombia's ERP system (Novasoft) and Adecco Online. By incorporating business process management to the ERP's organizational power of collecting and distributing data, Adecco Colombia's staff could now make critical decisions quickly and with peace of mind. Confusion and time wasted is then eliminated knowing the company's processes are centralized, easily replicable and deployable in real-time, and secure.

The Value Created

Since moving to the ProcessMaker platform, Adecco Colombia's customer support process is fully automated. When a user contacts the branch, a support analyst collects the required information and fills out a form that kicks off the workflow. Agents and managers are automatically notified of ticket assignments the analyst who submitted the ticket can monitor its status, receiving an update after completion. Finally, the system sends a final email update to the user when their issue is resolved.

The new Account Management Process streamlines employee permission management across the 30 software applications that Adecco uses internally. From the second an employee is hired at Adecco, he or she has all the information, tools, and assets they need every step of the way. If an employee is promoted or moves to another department, workflows are fired off automatically and software accessibility permissions are then updated accordingly. Today, Adecco Colombia now guarantees that each employee has access to what they need and when they need it in order to achieve optimal performance on the job.

To date, Adecco Colombia has automated over 30 processes using ProcessMaker, with 11 processes active running in the cloud via AWS. These primarily relate to its core service operations providing temporary employment opportunities to its users. The branch has since eliminated manual data entry, resulting in less errors in its customer support base, and increasing the transparency of its daily operations.

About The Adecco Group

A Fortune Global 500 company, The Adecco Group is the world's largest human resources provider and temporary staffing firm in the world. The company has more than 34,000 employees, with 5,200 branches operating in over 60 countries and territories. Adecco Colombia provides Adecco's services to over 1,500 national and international in the country. Adecco Colombia is one of the top ten job creators in Colombia.

11 active processes in the cloud:

- Request for IT Changes or Development
- New Outsourcing Personnel
- Vacation Application for Hired Personnel
- Travel Expenses Discounts
- Medical Exam Application
- Disciplinary Processes
- Process Configuration
- Travel Expense Approval
- Personal Outsourcing Application
- Customer Service

Total Cases Run (2019): 36,871

Users: 485

Integrations: ERP System, Novasoft

About ProcessMaker

ProcessMaker is low-code BPM and workflow software. ProcessMaker makes it easy for business analysts to collaborate with IT to automate complex business processes connecting people and existing company systems. Headquartered in Durham, North Carolina in the United States, ProcessMaker has a partner network spread across 35 countries on five continents. Hundreds of commercial customers, including many Fortune 100 companies, rely on ProcessMaker to digitally transform their core business processes enabling faster decision making, improved compliance, and better performance.