Recruitment goes Mobile, OSN re-invents Randstad processes

Nuance AutoStore™ + Nuance Mobile™

In the recruitment business talent is scarce and competition is fierce. An HR services company such as Randstad wants to focus as much time as possible on providing quality service to candidates and clients, and it wants to project a professional image. Randstad found a way to enable candidate registration via mobile devices while improving the quality of data capture thanks to a unique solution provided by OSN, using AutoStore from Nuance.

Benefits at a glance
- Mobile solution – for candidate registration anytime, anywhere
- Better quality of document capture
- Document scans in colour
- Multi-brand solution
- Failsafe backup
- Highly scalable

The beginnings
In the past, when Randstad consultants wanted to process a candidate registration they would need to create and print a barcode sheet on a multifunctional printer (MFP). They would then put the barcode sheet on top of any document they wanted to scan (such as a copy of a passport, national ID card or driver’s licence). The scan would then be delivered directly to the Mondriaan Oracle database. This system was rather inflexible and the quality of the scans was not the best. Moreover, the system was based on an end-of-life solution that was specific to HP MFPs.

Many of Randstad’s consultants are on the road and frequently meet and interview candidates off-site (for example at a business meeting, a recruitment fair or a trade show). Randstad decided: since our consultants now carry mobile devices, wouldn’t it be useful to capture and store documents on the spot, rather than wait until the consultants are back in the office? Consequently, Randstad sought a new solution that would enable processing from mobile devices as well as different types of MFP, and would also allow scanning on its Canon bulk scanners at Randstad HQ in Diemen.
The decision
The first proof of concept took place at the end of 2013. Randstad was impressed with the AutoStore mobile solution and OSN received the go-ahead to roll it out across the company. In March 2014, OSN created the test environment and tested the solution in production at a number of Randstad office locations and the full roll-out started in June. By mid-July the solution was running on all HP MFPs and the mobile solution was live.

The advantages
This modern application saves Randstad time in processing candidate registrations as information can be captured while the consultant is on the road (for example at live events such as recruitment fairs or trade shows). A Randstad consultant can do everything from a smartphone, tablet or other mobile device. As a result, the candidate is more quickly available for any upcoming opportunities and job interviews. The improved quality of document capture also helps to eliminate errors and time delays.

Equally important, the new solution gives Randstad a key competitive advantage by enabling it to present a highly efficient and professional image to talented individuals and clients.

Moreover, the new implementation provides a comprehensive backup solution: for example, if an MFP is out of action or requires maintenance, the consultant can register a candidate via a mobile device.

Theo Philips – Project Leader – ITRandstad

“...The AutoStore solution brings many benefits from both business and IT perspectives. Our consultants are delighted that they can now capture documents on-the-go. Plus we have a highly scalable and reliable solution in our offices and are released from our dependence on a single-source MFP supplier.”

Three ways to scan
Scan documents quickly and easily without wasting paper! This is possible by creating a scan task in Mondrian. The old way - by scanning a barcode sheet - is also available.

The solution
There are now two convenient options available to Randstad consultants as well as the old process with the barcode sheet.

The first of these is to create a scantask via the MFP display based on the type of document. However, now there is no need to create and print off a barcode. Instead, the user simply enters his or her username and selects the scantask according to the type of document. AutoStore receives the scan and delivers it directly to the Mondriaan back office system.

The second is to take a picture of the document on location using the NSi Mobile app on a mobile device. The Randstad consultant selects the relevant scantask and sends it to the AutoStore server, which automatically processes the document and delivers it to the Mondriaan Oracle database. The solution is currently already available on some 500 mobile devices used by Randstad recruitment consultants. Documents that are scanned and captured using the NSi Mobile app are available in full colour and to a very high quality.

In addition, Randstad has three Canon MFPs at head office where it is possible to bulk-scan documents with a barcode sheet – an option for offices where they have a huge volume of documents to scan, which takes too much time locally.
The customer: Randstad
With headquarters in Diemen in The Netherlands, Randstad is the world’s second largest HR services company with 2013 global revenues of €16.6 billion and 28,000 employees in 39 countries worldwide. In The Netherlands, where Randstad is the clear market leader, the company has 5,500 employees working in several hundred locations.

In 2014, the company had some 1,500 printers in its various offices across the country, including 770 HP multifunctional peripherals which are maintained by OSN.

“I have used the new digital scanning solution extensively and I must say it works really well and without any issues. All of my colleagues have had the same experience.”

Sandra Pasma – Process Manager, Tempo-Team – Randstad Group Netherlands

The system architect: OSN
Based in Nieuwegein in The Netherlands, OSN Netherlands BV is a fast growing, successful organisation that deals with supply and maintenance of multifunction printers. OSN also focuses on advising, installing and maintaining software in the field of digital document processing.

“Thanks to OSN for building a solution that addressed our challenges.”

Theo Philips – Project Leader – ITRandstad

Next steps
OSN and Randstad are currently working on an extension to the solution that will enable Randstad consultants to make use of the digital signature option for signing contracts on a mobile device, further reducing processing time.