



Investing in employees to improve business outcomes.

Global fulfillment leader Radial delivers a better onboarding experience with Adobe Sign, integrated with Workday.



"Adobe Sign delivered everything we needed and featured ready-to-go integration with Workday. The combined solutions cost five times less than trying to combine Workday and other products we explored."

HR Director, Radial

SOLUTION

Adobe Sign, an Adobe Document Cloud solution
Workday Human Capital Management

RESULTS

-  **STREAMLINES** onboarding process for employees and employer
-  Enables e-signatures **ACROSS DEVICES**
-  **REDUCES** administrative work through automation

\$145K **SAVED** per year



Radial

Employees: approximately 7,000

King of Prussia, Pennsylvania

www.radial.com

CHALLENGES

- Reduce onboarding time and complexity
- Free HR team from paperwork to focus on higher-value activities
- Achieve legal and regulatory compliance
- Eliminate paper waste

USE CASE

- HR Efficiency

Employee and business success

Highly-trained employees are key to the success of any business, especially in e-commerce fulfillment where everyone needs to work together to ensure goods are received, packaged, and shipped worldwide as efficiently as possible. Recognizing that employees are integral to keeping its edge in the competitive market for global fulfillment services, Radial invests significantly in IT to enable the best recruiting, onboarding, and educational experiences.

Formed through the merger of eBay Enterprise and Innotrac, Radial is a leader in omnichannel commerce technology and operations, enabling brands and retailers to simplify their commerce transactions and improve their customer experiences. Radial brings flexibility and scalability to supply chains and optimizes how, when, and where orders go from desire to delivery.

The company's nearly 7,000 employees work in 6 dispersed call centers, 24 fulfillment facilities, and at its global headquarters.

Fresh approach to HR

Radial had just six months to separate from its parent companies, but it still wanted to implement best-in-class HR and recruiting procedures. "We had to achieve a lot quickly," says the HR Director at Radial. "Speed was crucial because we were under pressure to demonstrate success as a standalone company."

Radial selected Workday Human Capital Management software for its proven technology and for how quickly it could be incorporated with other company systems. From design to deployment, Workday was implemented in just 90 days. Shortly after, Radial added Adobe Sign, part of Adobe Document Cloud, as a fresh approach to HR and recruiting documents requiring signatures.

"We needed to meet legal and regulatory requirements," continues the HR Director. "As well, Adobe Sign provides a mobile signature capability that could be used by fulfillment partners working in the field."

Top criteria for a digital signature solution included speed, efficiency, scalability, and affordability. "Adobe Sign delivered everything we needed and featured a ready-to-go integration with Workday," says the HR Director. "The combined solutions cost five times less than trying to combine Workday and other products we explored."

Cultivating talent, not paperwork

Radial uses Adobe Sign integrated with Workday to support HR and recruitment programs. Every year, employees and candidates sign more than 300,000 documents. Now these documents are filled out digitally with just a few simple steps, helping Radial attract top talent. With documents filled out beforehand, new hires can start their first day of work contributing to teams, improving both returns for Radial and experiences for new hires.



SOLUTION AT A GLANCE

Adobe Document Cloud

Adobe Sign

Workday Human Capital Management

For more information

<https://acrobat.adobe.com/us/en/sign.html>



Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

“Adobe Sign integrated with Workday allows employees to see what they need to sign and when,” says the HR Information Services Manager at Radial. “The system removes confusion from the process and enables better employee experiences.”

For the HR team, the streamlined workflow reduces the number of steps involved in recruiting and onboarding, saving significant time and cost. Document tracking allows the HR team to quickly see who signed what and when, reducing the need to follow up with candidates. Signed documents are automatically stored in the proper Workday record, with no extra printing or scanning required. The HR team and other employees involved in onboarding have more time to spend on higher-value activities such as scouting for new talent, conducting interviews, and delivering in-depth orientation training.

The efficiencies continue past onboarding, as the HR team also uses Adobe Sign to process other internal documents and agreements requiring signatures.

Future ambitions

Although currently Adobe Sign is primarily used in the United States, Radial is looking to extend the solution to offices worldwide.

“We want to make our processes faster and more efficient by cutting out paper,” says the HR Information Services Manager. “We saved approximately \$145,000 per year by eliminating the paperwork new hires needed to complete, which drives an increase in productivity. This underscores the significance of a digital approach and the ongoing value of Adobe.”