



Document Workflows for 360° Staffing & Recruitment Automation

Certified: ISO/IEC 27001:2022

1 Introduction

Staffing and recruiting firms operate at the intersection of speed and precision. Every client contract, candidate brief, and placement agreement depends on accurate, timely documentation — at scale, across every desk and market. Yet many agencies rely on manual, fragmented processes that

- slow time-to-fill
- create data inconsistencies
- erode client and candidate experience.

Documill is the all-in-one document workflow automation solution built for Salesforce, giving staffing firms a true 360-degree view — generating, routing, approving, and signing documents faster across the full recruitment lifecycle. Right within Salesforce.



“Documill impressed me with its quick and easy implementation options and the wide range of features that we can adopt at any time.”

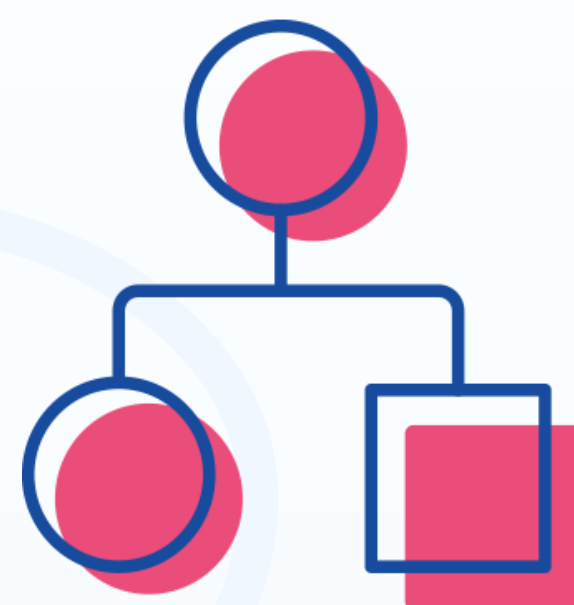
– Mario Koplmüller, Managing Director, epunkt

2 Industry Landscape

Key trends driving demand for document automation in staffing include:

- Talent scarcity is making document speed a direct competitive differentiator by compressing time-to-fill (TTF).
- Candidates expect a digital-first experience — slow onboarding drives drop-offs at offer stage.
- Volumes and complexity of employment contracts are multiplied by growth in contract, interim, and Managed Services Provider (MSP) models.
- Consistent, audit-ready documentation are required by the expanding requirements of labour laws, GDPR, right-to-work, and multi-jurisdiction compliance.
- Firms running an Applicant Tracking System (ATS) and CRM in Salesforce need unified document workflows across both key solutions.

“The shortage of skilled workers and growing demand for candidate experience are driving further investment in talent acquisition technology.” — Gartner, 2024



88%

of customers say a seamless experience matters as much as the product

3 Key Industry Challenges

What are the specific obstacles making document automation essential for staffing and recruiting firms?

- **Manual document creation** (of CVs, candidate profiles, placement contracts) slows down recruiter throughput and increases cost-per-hire.
- **Disconnected tools** break the 360° view of candidate and client data and create version control risks.
- **Candidate drop-off**: slow contract and onboarding processes cost firms placements in competitive talent pools.
- **Compliance exposure**: inconsistent right-to-work checks and multi-jurisdiction contract language create audit risk.
- **High admin burden** leaves recruiters focused on paperwork rather than client and candidate relationships.

“Without document automation, digital HR transformation remains incomplete.” — IDC



Up to

9%

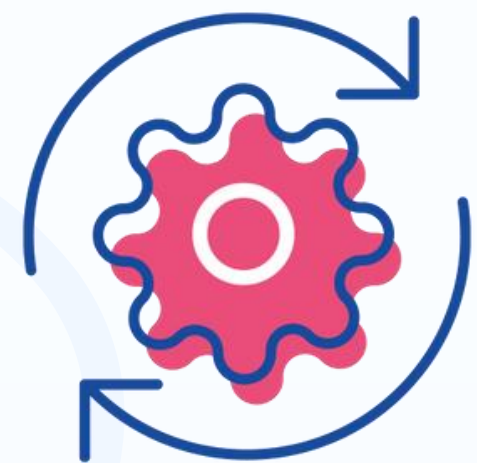
of annual revenue lost to inefficient contracting

4 Documill Solutions Overview

Documill provides a unified solution embedded in Salesforce, supporting the needs of both ATS and CRM domains:

- **Document Generation** – Auto-create contracts, CVs, and forms using live Salesforce data
- **Multi-Language & Multi-Brand Support** – Localized documents across markets from one platform.
- **Workflow Automation** – Route approvals and trigger actions across Sales, Service, and Experience Clouds
- **Collaboration & Negotiation** – Real-time redlining and version control without leaving Salesforce
- **Electronic Signatures** – eIDAS-compliant e-signatures via portals, email, and mobile
- **Multi-Channel Delivery** – Email, self-service portals, and mobile
- **Audit-Ready Archiving** – Full audit trails in Salesforce or SharePoint

“There is so much to recommend in Documill to any partnering company.”
– Stijn Vangenechten, Co-Founder, Byner



Up to
40%
reduction in admin
workload

5 Documill Use Cases

Sales Operations

Documill generates documents like client proposals, service agreements, framework contracts, and rate cards from live Salesforce CRM data. Consultants can build a tailored pitch, assemble a branded candidate shortlist, and collect e-signatures instantly — moving a prospect to a signed contract without leaving Salesforce. Clause libraries ensure correct commercial terms appear automatically by client segment and market.

Key benefits: Faster deal closings, fewer contract errors, consistent brand experience across all client-facing teams.



80%

faster contract cycle time
with automated approvals

Client Engagement & Onboarding

Upon assignment confirmation, Documill automatically assembles client onboarding packs — Master Service Agreements (MSA), Statements of Work (SOW), service level terms, and data processing agreements. For enterprise and MSP clients, multi-signatory approval workflows engage all stakeholders without manual coordination.

Key benefits: Faster client activation, reduced administrative overhead, error-free documentation with full audit trail.



Applicant Engagement & Onboarding

Documill generates branded CVs and candidate profiles from ATS data in minutes. Upon placement, it assembles digital onboarding packs: offer letters, employment contracts, right-to-work verifications, and GDPR consent forms. Candidates sign via mobile or portal, maintaining momentum at the critical offer stage.

Key benefits: Reduced candidate drop-off, faster time-to-start, a professional experience that strengthens the employer brand.



70%

of customers value a
omnichannel experience

After-Sales Services

Documill automates contract extension notices and renewal communications — triggered by placement milestones in Salesforce. High-volume timesheet and invoice documentation for contract and interim staffing is processed in batch, reducing back-office workload significantly.

Key benefits: Faster invoicing cycles, reduced back-office administration, consistent service quality across all accounts.



Compliance & Regulatory Documentation

Clause libraries with conditional logic ensure correct employment law language and jurisdiction-specific disclosures appear in every document automatically. GDPR-compliant workflows, role-based access controls, and audit logs protect sensitive candidate data. Tax forms and employment eligibility verifications are stored with full traceability.

Key benefits: Continuous compliance at scale, reduced legal exposure, full auditability across all markets and placement types.

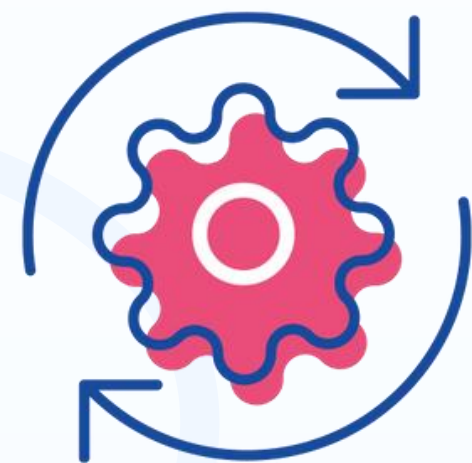


6 Editions: Generate, Automate, Negotiate

Documill Generate & Automate offer the document generation and workflow engine — drag-and-drop template builder, clause library, multilingual support, batch processing, and built-in e-signatures. Ideal for CVs, offer letters, employment contracts, timesheets, and compliance documentation.

Documill Negotiate is the collaboration layer — visual workflow designer, real-time redlining, and role-based access. Ideal for MSAs, framework agreements, SOWs, and complex client contracts requiring multi-stakeholder approval.

“Knowing their product inside out, the Documill people were very helpful and friendly.”
— Nancy van Heeswijk, Application Manager,
Team Rockstars IT.



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40%
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7 Security & Compliance

Documill holds **ISO/IEC 27001:2022** certification — essential when processing candidate personal data, employment records, and confidential client agreements.

All data processed through Documill workflows is protected to the highest standards, making Documill a trusted partner for staffing firms in regulated, multi-jurisdiction environments.

“Manual document workflows... bottleneck onboarding and stall critical hiring decisions.”
— IDC, 2025



2.7

times higher cost of non-compliance vs. investment in compliant systems

About Documill

Founded in 1997 and headquartered in Espoo, Finland, Documill is the largest Salesforce-focused ISV in the Nordics. Its solutions enable organizations to generate, manage, collaborate on, and sign documents directly within Salesforce.

Documill combines document generation, workflow automation, real-time contract collaboration, and built-in e-signatures in a single unified solution. Visit documill.com or contact sales@documill.com.

“We are looking forward to having a great future with partners like Documill and I hope this is going to be a long journey together.”

— Mario Koplmüller, Managing Director, epunkt

