



Recruitment and onboarding automation yields big returns



Jimmy Mangold
Human Resources Director
National Bankruptcy Services, LLC

National Bankruptcy Services, LLC (NBS) provides default management and bankruptcy processing solutions for financial institutions, credit unions, automobile lenders and mortgage servicers.

When seasoned Human Resources Director Jimmy Mangold arrived at NBS, he immediately recognized that many of their recruiting and onboarding processes were repetitive, inefficient and highly manual. Mangold knew there was a better solution available and his experience told him that the answer was ADP.

Business challenges

- Distinctive candidate requirements resulted in a low number of applicants
- Candidate data was entered multiple times between recruiting and onboarding processes
- Employee onboarding was time-consuming and error-prone

ADP Workforce Now has enabled National Bankruptcy Services to create efficiencies for an already lean HR team. The enhanced recruitment process has led to a rise in the number of qualified candidates applying for positions. And with recruitment, screening, hiring and onboarding data shared within a single platform, employee information is accurate and the time needed between sourcing and onboarding employees significantly reduced.

Time for an upgrade

Before ADP Workforce Now, National Bankruptcy Services relied on Taleo and Hire Right to recruit and screen employees. All data entry was performed manually.

Mangold saw the value in upgrading their ADP Workforce Now platform and bringing together HR processes. By integrating recruiting, screening and onboarding modules into a single system, Mangold and his team now operate with greater speed and efficiency. Most importantly, they can focus on what they truly care about: helping employees.

"ADP has enabled me to be more effective in my job and allows me to do my favorite thing in human resources: create an engaged and productive workforce. Not only does ADP reduce the potential for errors, it makes it easy to correct them, which helps employees worry less."

Quick Facts



Company:
National Bankruptcy
Services, LLC



Headquarters:
Dallas, Texas



Industry:
Financial Services



Employees:
250



ADP Products:
ADP Workforce Now®



Always Designing
for People®

Overcoming recruiting obstacles

Because of its unique industry, NBS requires specialized staff, which is hard to find. Before ADP, Mangold would spend hours sifting through resumes and combing over LinkedIn and Indeed profiles. All of that changed once switching to ADP.

“Because ADP posts to different platforms, the candidates now come to us.”

Candidates now enter their own information when applying, which is then carried through the screening, hiring and onboarding stages. Because of this, Mangold has noticed significant time savings for his team and a massive improvement in data accuracy.

“Prior to ADP Workforce Now, if we found a candidate we liked, we had to manually input their details to conduct a thorough screening and then make an offer. This was time-consuming and led to inaccuracies. However, since candidates now enter their own information, the screening process has become much smoother, reducing errors and allowing us to prepare offer letters in record time.”

Screening candidates while saving money and headcount

In order to maintain employment at National Bankruptcy Services, employees must pass a background check at the start of their employment and every three years thereafter, with a focus on maintaining good credit. Before ADP, background checks could take up to two weeks, leaving a considerable gap between when an employee left and when a new one could begin in their new role. This delay caused work to pile up, resulting in frustration all around.

With ADP’s screening and selection services module, NBS is now conducting background checks while saving money, time and maintaining the same HR headcount.

“We absolutely would not be able to do the background screening for any employee without the assistance of ADP. The process would be too strenuous. I would have to hire multiple full-time people to do what ADP is doing and even then, I don’t think we could fully replicate ADP’s capabilities because we can’t search all the jurisdictions that ADP can.”

Automated onboarding equals preparedness for day one

For NBS, onboarding was time-consuming— when bringing on a new group of employees it was common for HR to spend a whole eight-hour day (maybe two) manually entering new hire data.

With ADP Workforce Now, most of the information required for onboarding new employees is directly imported from their application and carried through into the onboarding module, making onboarding smooth and seamless. Mangold notes,

“With tedious data entry tasks taken care of, and employee information up-to-date, come day one, we can focus on instilling excitement with our new team member, instead of filling out paperwork.”



We absolutely would not be able to do the background screening for any employee without the assistance of ADP.

Jimmy Mangold

HR Director,
National Bankruptcy
Services, LLC



Always Designing
for People®