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Young Automotive Group digitizes human resources operations to speed up processes, eliminate unnecessary travel, reduce delays, decrease paper usage and cut down expenses.

Young
AUTOMOTIVE GROUP
...Think Young

SharRee Shupe, HR Generalist
Young Automotive Group, Layton, UT

"I was on the phone with a new hire instructing how to fill out our digital forms. He pressed the button and the form "disappeared." When I told him I already got the form on my end, he was impressed by how quickly our system works."

Location: USA
Industry: Retail
Deployment: Cloud
Department: HR / Finance

A premier car sales company in Layton, UT, Young Automotive Group carries almost every automobile brand on the market along with a used inventory of over 1,200 vehicles. With over 900 people and 90 years of business history, the company strives to provide buyers with a perfect vehicle that fits their budget. Excellent customer service and a strong emphasis on the people they hire play a major role in achieving this.

"Processing a new employee agreement now takes five minutes instead of one hour. Processing a termination form went down from one hour to 15 minutes."

Streamlining new employee orientation process

Prior to installing DocuWare, Young Automotive required all newly hired employees to go through a four-hour new hire orientation process in one specific location. That required people to travel, sometimes from remote locations and out of state, merely to complete paperwork. The process was inconvenient, lengthy and increased the company's expenses as it reimbursed new employees for travel expenditures and gas mileage. "We figured that if we could send the information to them digitally and they could enter their information digitally in real time, it would definitely save us a lot of time and gas mileage that we were paying for," says SharRee Shupe, HR Generalist. "We thought people could do all these things prior to even starting."

Digitizing employment procedures reduces cumbersome paper processes

After switching to DocuWare, Young Automotive Group digitized its HR procedures. When the required digital paperwork is completed, it is instantly delivered back to HR personnel, who then forward the new hires their employment agreement. The HR department also uses DocuWare to process exit interviews when employees leave the company. "In the past it would have been five different paper documents to be completed - and now we do it digitally," says Shupe.

Digitizing bonuses, benefits and management

Bonus rewards called Spiffs are given out to the staff. While employees are rewarded Spiffs for a variety of events across multiple locations, the process is the same throughout. Before DocuWare, when a Spiff bonus was awarded, the manager submitted paper forms manually to the payroll department to request the specific dollar amount being given to the employee. Now, HR seamlessly processes the digital form, deducts the taxes and electronically rewards the dollar amount specified by the manager to that employee. "DocuWare helped to set up a form, a list and a way to track those things," Shupe says, which, given the volume

"The pre-employment procedure alone saved us four hours per employee. And we no longer have to have people travel here and pay expenses."

of Spiffs, saved the team a lot of time. "We process about 100 rewards a week."

Using digital forms, the company streamlined other employee benefits, such as advances on paychecks or deducting auto repair costs from the payroll. The company also uses DocuWare for employee recognition. In the past, requesting certain benefits and actions required multiple managers' approvals followed by HR processing, resulting in paper forms transferred from person to person. Now the process is fast and error proof. "It just works so much easier and we don't have any missing information," Shupe says. "DocuWare saved me a lot of time."

"DocuWare saved us a lot of time. It's making our lives a lot easier. It's definitely part of our day."

Future plans: Going fully digital

Last year, the company hired 300 new employees, each of whom filled out 19 documents, all stored in DocuWare. This, combined with 5,000 spiff requests, brings the total annual number of documents stored digitally to over 10,000. "We save a lot of paper and ink," says Shupe, adding "our goal is to go completely digital."

Discover more: docuware.com