

*At WSM Personal, all HR records have been stored and managed in the DocuWare Cloud since 2015. In 2022, they added cloud-based CRM system Zoho, which includes a digital signature process, to further streamline their contract management.*



**Markus Maier, Managing Director, WSM Personal, Senden/Germany,**  
**has used DocuWare to turn this HR services provider into an agile company:**

“We boost our processes through digitization - DocuWare plays a key role in this.

The signature process integrated via the Make platform increases our agility and speed, especially for managing employment contracts in different countries. Without the DMS, we would undoubtedly need more administrative staff.”



- Location:** Germany
- Industry:** Human Resources/  
Personnel
- Deployment:** Cloud
- Department:** HR
- Integration:** Zoho CRM  
incl. Sign-App

**Lean and digital administrative processes - whenever possible - are a clear goal at WSM Personal, a HR services provider founded in 2014. The leadership team uses its experience to create a temporary staffing company that has a very clear profile and focus.**

There is great cooperation between WSM Personal's approximately 140 employees from Central and Eastern European countries and the German companies in which they work. WSM Personal focuses on specific recruiting countries within the EU (Poland, Romania, Hungary, Slovenia, Croatia and Bulgaria) and offers candidates an "all-round carefree package:" permanent employment contracts, native-speaking contacts, accommodation and company cars for the journey to work.

Companies can rely on the provision of suitable personnel with the required qualifications. They focus on various industrial and manufacturing sectors, such as the food industry, construction, logistics and assembly.

And their focus has resulted in a very successful seven years since the company was founded. This helped them remain in business even during the pandemic, when many competitors buckled under pressure.

*"After doing careful market research, DocuWare clearly came out on top because of its feature set offered entirely in the cloud."*

### **Lean management**

WSM Personal also owes its success to its lean administration and efficient processes. Personnel services are an industry in which a large number of documents are created. There are now around 80,000 documents that WSM Personal has stored in the cloud-based solution. These are mainly personnel documents - from employment contracts and references to certificates, registration confirmations, sickness notifications, vacation applications and payroll slips. To manage the volume and avoid over loaded filing cabinets, WSM Personal has exclusively managed all documents digitally from the outset, initially in its own homegrown file system. But the desire to be able to access the documents quickly from anywhere prompted Markus Maier to look for a more robust, cloud-based document management system in 2015.

### **Integrated signature process**

With DocuWare, WSM Personal has set up various workflows, such as for handling car contracts or vacation requests, which are managed with web-based forms. Managing employment contracts is a central process at WSM Personal. Since the company recruits its staff from abroad and applicants want to have a signed employment contract

*"Without the DMS, we would need at least two additional people in administration. We are optimizing our processes through digitization - DocuWare is a key component of this."*

in their hands before they leave for Germany, a digital signature process is essential for WSM Personal. WSM uses a signature app that's part of Zoho, a cloud-based CRM software.

Both cloud applications - DocuWare and Zoho - are connected to each other via Make integration platform. The link is created by using a personnel number, so that documents stored in DocuWare for an applicant, covering a complete history, can be displayed directly in the Zoho interface. Workflows have also been set up on Make to regulate how various document types in DocuWare are handled - for example, whether they are to be automatically forwarded to a tray or file cabinet.

With employment contracts, drafts are sent directly from Zoho to a candidate for signature - at the click of a button. The applicant can then sign the contract on a smartphone or tablet with a finger or pen. The signed contract is then routed via the Make platform according to document

type. At WSM, signed contracts will automatically end up in the DocuWare tray, where they are checked one more time and then archived.

### **Conclusion**

Digitization and document management are a part of the DNA of this personnel service provider, whose business applications are now run entirely in the cloud. In addition to its industry focus and service orientation, the optimized internal processes are the service provider's particular strength. WSM Personal has established itself as a strong medium-sized company in a market populated by several thousand providers, including major international players.

*"The integrated signature process saves time and gives us another tool for streamlining and accelerating the company's administrative processes."*



**Discover more: [start.docuware.com](https://start.docuware.com)**