

# CASE STUDY

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Manpower Korea



ManpowerGroup™

Jinhyuk Kim of Manpower Korea Inc.

## Manpower Korea Inc.

Introduced product  
e.Form

### Company information

**Company:** Manpower Korea Inc.

**Establishment:** 18 January 1999

**Address:** 15F, 409 Teheran-ro,  
Gangnam-gu, Seoul, Korea

**Business Area:** Human resource  
consulting, outsourcing

**Company Overview:** A Korea's  
leading workforce solutions  
and services provider. It offers  
warehouse/distribution persons  
outsourcing, facilities management  
outsourcing and IT staffing services  
as well.

People are living in a world where the demand for a new work paradigm is on the rise in every sector of business. "Paperless" is no longer an option, it's mandatory.

Firms facing frequent personnel transfers, repetitive employment contract work like HR consulting firm can leverage online non-face-to-face contract service to speed up all the contract-related tasks without the need of face-to-face meeting and paper.

Let's talk with Jinhyuk Kim of Manpower Korea Inc. about why the company decided to introduce e.Form and how it helps employees to conduct contract work.

### ■ Background of introduction

Manpower Korea Inc., a subsidiary of USA based Manpower Group is a Korea's no.1 HR service provider with annual sales approx. USD260M in 2016 and I'm in charge of HR services for L'Oréal Korea in this company.

Hyunggu Park, a manager of our management support team had been looking for an online contract service as he was facing difficulties conducting employment contract with staff dispatched to one of its major clients and he recommended e.Form to address these challenges.

### ■ Project goals

The primary goal of this project is fast time-to-contract. We're very well aware that employment contract should be done at the same time the employee joins a company in principle but in reality, we miss it most of the time. But with e.Form we can make sure the time-to-contract is only a few days.

Second goal is to boost productivity. As we no longer visit stores to get the contracts done since we introduced e.Form, we're now able to optimize the time and focus more on the core tasks.

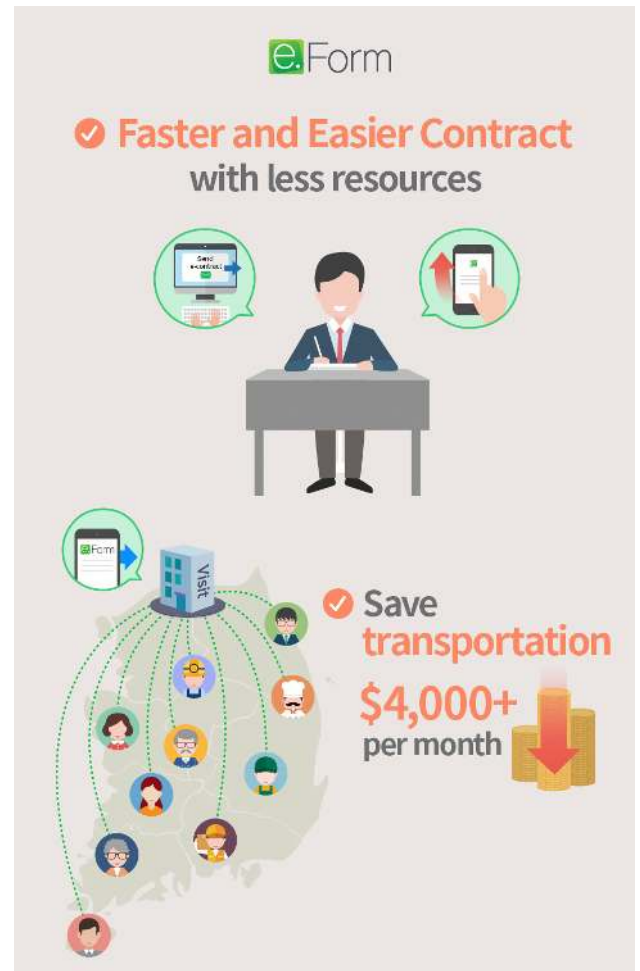
### ■ Effects of e.Form service

We've been able to save significant time and cost as well as increase work efficiency since we introduced e.Form.

My client L'Oréal Korea has stores all across the country including Seoul, Suwon and Pangyo, which means I had to visit every store for contract and it was time and money consuming and it often caused contract delay. It was our concern that the employees might feel a lack of belonging and employment instability if this circumstance stays the same.

But e.Form has changed many things. We now don't have to visit stores to get contracts signed so even I alone can do those tasks. e.Form also helps us reduce transportation costs so now we can cut down transportation costs by

US\$4,000 per month. An online(non-face-to-face) contract of e.Form also shortens time to sign the contract and I can complete contract tasks in a few days.



### ■ Comments on e.Form

My team has been making the best use of e.Form and we've learned that electronic contract service e.Form benefits both my team and our client L'Oréal Korea. I think organizations using a lot of contract tasks and repetitive work can leverage e.Form to save time and increase work efficiency.

It'd be appreciated if our feedback and further requirement during our use of e.Form could be reflected in a timely manner and we hope e.Form service will be broadly deployed in the near future.