



SYSSERO



HELPING SIMPLIFY OFFER LETTERS & APPROVALS IN WORKDAY®



RESULTS

The new workflow significantly reduced delays and manual tasks. Recruiters no longer build or chase documents, approvals flow automatically, and compensation data is centrally captured for reporting and analysis. The hiring process is smoother, faster, and more transparent for candidates, recruiters, and leaders alike.



CHALLENGE

Vital's recruiting process relied on manual approvals, email threads, and inconsistent documentation. The offer letter workflow stretched across eleven steps, creating delays, poor visibility into compensation decisions, and unnecessary administrative burden for recruiters and managers.



OBJECTIVES

To streamline the offer letter process in Workday, reduce manual effort, and establish a scalable, compliant workflow that could support growing hiring needs.



SOLUTION

Syssero first engaged with Vital through its LEAP program and then transitioned support into AMS after Workday go-live. Within AMS, Syssero consultants, project managers, and an account manager reconfigured Vital's offer letter workflow, reducing steps from eleven to six. Automated routing, 24-hour approval reminders, and document auto-generation were deployed within Workday, with signed documents stored directly in employee profiles. Recruiters guided hiring leaders at their first interaction with the process, supported by Job Aids instead of formal training.



KEY OUTCOMES:

- Offer letter process cut from 11 steps to 6
- Centralized compensation data now reportable in Workday
- Auto-generated agreements delivered through Candidate Profile
- 24-hour reminders improve approval efficiency
- Signed docs stored automatically in employee profiles
- Audit-ready trail for compliance and transparency



FUTURE

Vital's new process is scalable and can evolve as hiring needs change. Supported through AMS, Syssero continues to help Vital refine and expand workflows while ensuring compliance and audit-readiness.



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