



STREAMLINED MULTI-STATE ONBOARDING

An **Essium Case Study in Compliance Optimization**
Featuring **Flexible Pharmacy Services**



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Flexible Pharmacy Services

STAFFING SERVICES COMPANY | LOUISVILLE, KY

Flexible Pharmacy Services based in Louisville, KY specializes in pharmacy staffing, consulting, and recruiting services for clinical consultant pharmacists, staff pharmacists and pharmacy technicians. With a pharmacist as its president and CEO, Flexible Pharmacy Services understands the unique needs of their employees, vendors, recruiting candidates and clients. Clinical consultant pharmacist assignments generally serve assisted and skilled nursing care facilities, group homes for the mentally and physically disabled, and oxygen suppliers (where required). Staffing pharmacist and technician duties include assignments in long term care, home infusion, mail order, hospital, specialty pharmacies and independent retail pharmacies.

"Essium has done wonderful work for us and have exceeded our expectations. Xenqu is beyond anything that we initially thought an HRM system could do for us and our processes."

Kristen Sanders | HR Admin and Account Manager | Flex Pharmacy Services



Flexible Pharmacy Services (FPS) was looking for an HRM technology solution that would streamline their multi-state onboarding process. In 2018, FPS President & CEO Jeff Baker came across Xenqu by way of a mutual client. He was so impressed with the technology, that he wanted to learn more about Xenqu and how it could improve his staffing business. He approached his team with the idea of implementing a fully automated HRM solution for use in onboarding, tracking and managing their workforce. They called on Essium to provide a live demo of their Xenqu software system and soon after made a commitment to implement Xenqu by the end of 2018. Keep reading to learn how the Essium team helped FPS overcome their onboarding challenges.

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THE CHALLENGE

Flexible Pharmacy Staffing (FPS) identified a few key areas in which they needed to find technology-based solutions:

An automated onboarding & reassignment solution – Like many staffing and direct hire companies FPS was using a wide range of processes and methods designed to manage tasks related to onboarding and reassignment. Before implementing Xenqu, FPS was utilizing multiple platforms that required manual entry, including excel sheets and PDF onboarding packets. They were manually tracking documentation, reassessments and credentials which created a potential compliance issue.

A single platform to manage and track onboarding documentation – FPS needed an automated process that allowed them to see the onboarding process as it was happening to get ahead of bottlenecks in the process. Keeping the process moving ensures that the candidate completes the forms quickly and accurately so they could be placed on assignment in a timely manner.

Pre-built content to ensure multi-state compliance -- One of the biggest struggles that FPS faced as their company grew was keeping up with varied documentation requirements as they entered new states for staffing. Each state requires a different set of forms and the team was tasked with performing a great deal of research to ensure that FPS remained compliant. Because the requirements varied it slowed down the onboarding process and caused a lag in their staff assignments.

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THE SOLUTION

The Essium team worked closely with FPS to identify their system requirements, process automation needs and compliance issues. Once those things were established, our team got started on the implementation of Xenqu by integrating all of FPS's manual processes into a single electronic platform. The next step was to look at their onboarding requirements. FPS needed multi-state forms to be available during the onboarding process which they were pleased to learn was already built into the Xenqu system. The process automation features and electronic forms built into Xenqu created a smooth onboarding process for the team and they no longer needed to utilize manual methods. The user dashboard gives HR administrators at FPS a live look at the onboarding process and can assist workers if they get stuck using IM, email or text messaging. The use of electronic signatures and E-verify have further streamlined the onboarding process and have brought compliance to the next level.

"I was skeptical and nervous about switching to an HRM platform because we were on the same systems for so long. Essium not only met but exceeded my expectations."

Kristen Sanders | HR Admin and Account Manager | Flex Pharmacy Services

WHERE ARE THEY TODAY?

Since implementing Xenqu the onboarding process for FPS is easier than ever before and they now have the ability to manage their entire workforce from a single, easy-to-use dashboard. They are also able to run audit-ready reports, track assignments and reassignments in one easy step. When Kristen and the FPS team learned that Xenqu already had a built-in solution to one of their biggest onboarding hurdles; multi-state onboarding forms, she had this to say:

"One of my biggest struggles as an HR provider was when we were opening up new states, and we had to obtain the necessary documentation. It would take multiple steps with our previous system to add state forms, and other required documentation and one thing that we were really impressed with when we started with Xenqu, is all of that was already built into the system. I never had to think about it again."

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XENQU FEATURES THAT HELPED CREATE HR SOLUTIONS FOR FPS:

- | Fast Implementation– Accelerated up-time and training allows HR teams to start leveraging XENQU's powerful suite of tools in less time, saving time and effort in daily operations.
- | Easy & Efficient Onboarding Features – A centralized administrative dashboard enables real-time visibility into the FPS onboarding process. From document completion to data validation, the HR team has access to a multi-point overview of the full new hire experience and guide them through the process if needed.
- | Multi-state Pre-built Content – All federal, state, and local forms and notices required during the new hire process are readily available in Xenqu immediately after the implementation process is completed.
- | Process Automation to Track Reassignments – Automated “smart bots” continuously audit employee files, saving time and reducing workforce turnover. When assignments are near completion, the HR Team is notified, and the worker can be reassigned in a timely fashion.
- | Legally Binding E-signatures – Intelligent electronic signature features meet non-repudiation requirements, locking all data onto completed forms and invalidating signatures upon post-signing changes. XENQU provides proof of the integrity and origin of data by applying industry standard cryptographic algorithms, assuring generated PDFs retain the same validity provided by documents within the system.



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FLEXIBLE PHARMACY STAFFING & ESSIUM A PARTNERSHIP FOR SUCCESS

Unlike other workforce compliance solutions, continued partnership is at the core of Essium's mission. Working closely with clients like FPS before, during, and after implementation allowed Essium to address the unique needs and challenges of their HR team as they have evolved into the high-performing HR departments. The result is a solutions-focused approach that empowers clients like FPS to do more with less time & effort, allowing them to allocate more impactful tasks to their organization.



To discover how Xenqu can work for you,
contact our team to talk about solution-based
technology and a 30-minute demo.
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