

How JazzHR Put the “Human” Back in HR With Process Automation



About JazzHR

JazzHR is a recruiting software company built to help growing businesses find and hire the right talent faster. Its applicant tracking system streamlines the entire candidate-to-employee journey.

Since 2009, JazzHR has helped thousands of teams source over 94 million qualified candidates. JazzHR is headquartered in Pittsburgh, Pennsylvania.

Specifications

- **Industry:** Recruiting software
- **Company size:** 100+
- **Department:** HR
- **Processes:** Recruiting, Onboarding, Offboarding, Benefits, Payroll

94 million+

qualified candidates sourced

400+

partnerships with industry-leading solutions

98%

customer retention rate

Case overview

JazzHR’s mission is to help small and mid-sized businesses across all industries exceed their recruiting goals. JazzHR’s software empowers teams to build custom hiring processes that meet their unique recruiting needs.

In late 2019, JazzHR decided it was time to optimize its own internal HR processes. The company’s HR department needed a scalable system that focused on operational process management rather than just data storage. For this, JazzHR partnered with Pipefy to resolve internal HR process disruptions, like siloed duties, compliance risks, and human errors caused by manual data entry.

After implementing process automation rules, the company’s HR team was able to streamline the employee lifecycle from recruiting and onboarding to benefits and payroll, as well as communication with internal stakeholders.

Since partnering with Pipefy, JazzHR’s process automations have benefited the entire organization by reducing compliance risks and enhancing cross-functional collaboration. Their HR department is now able to reinvest its time back into more strategic, interpersonal activities, like checking in with individual team members, coaching managers, and focusing on DEI initiatives.

JazzHR before Pipefy

- Repetitive, manual data entry that led to human errors
- Compliance risks and communication breakdowns
- Less than ideal candidate and employee experiences

JazzHR after Pipefy

- Workflow improvements and automations benefiting the entire organization
- Reduced compliance risks and enhanced cross-functional collaboration
- Increased bandwidth for more strategic, people-first interpersonal activities
- Fewer data entry errors by consolidating tedious tasks
- Flexible and intuitive workflows that non-technical employees can easily customize



Pipefy is a comprehensive process automation solution — rather than just a tool that provides data storage. It seamlessly blended into our process with a minimal learning curve. With the Kanban board, Pipefy took a familiar framework and added automation and operationalization in a way that I can administer on my own.

It wasn't long before we saw results as we transitioned from a very unsophisticated setup to Pipefy. With automation right out of the gate, it created instant lift. I didn't need to hire an implementation team, and I didn't need to go to engineering to make something change.

Corey Berkey • SVP of Human Resources

Key results

5

active processes
automated

5

forms for internal
requests

80%

reduction in
onboarding time

210%

ROI

About Pipefy

Pipefy is the workflow management software that increases team productivity, centralizes data, and standardizes processes for teams like Finance, HR, Customer Service, and more so those requesting services, processing requests and managing the operations are more efficient. Through automated workflows and a no/low-code platform, Pipefy enhances speed, increases visibility, and delivers higher quality outcomes with ready-to-use, customizable workflows. Digitally transform your team in a matter of hours, not weeks or months. The company is headquartered in San Francisco, CA. Visit pipefy.com/why-pipefy to learn more.

pipefy