



San Luis Obispo County

Saving \$50,000 Per Year by Using eForms

CHOOSING NEOGOV

With 2,800 year-round employees and up to 3,500 total employees with seasonal staff, San Luis Obispo County was spending too much time handling paper requests. Looking for a system that would automate their internal HR processes while remaining compliant and reducing time spent fielding HR requests, the County chose NEOGOV's eForms.

“Our main challenge was the sheer effort of administering those processes on paper,” HR Business Analyst Deborah Erb said. “The resounding “why” behind our decision to implement eForms was the total cost of ownership, the adherence to compliance requirements, and the ease of use.”

THE BENEFITS

San Luis Obispo County implemented eForms county-wide in January 2020 and by May, the HR team had already automated 102 processes and assigned 12,810 tasks to their workforce. As a result of moving their processes online, the County now has visibility into the progress they've made and have already completed 87% of the assigned tasks.

“Now that employees and managers are more independent and self-sufficient because of eForms, our HR team is no longer responsible for routing requests. We used to rely on our high-valued resources to do a lot of data entry and paper-pushing, but now they are doing more value-added HR work.”

The coastal California county has used eForms to automate everything from employee handbook acknowledgments to completing telecommuting agreements to scheduling the annual fit test for personal protective equipment.

The County not only has transparency into each assigned task, but now has insight into where the snags and delays are in their processes.

“When we used paper processes, we couldn’t even measure errors. eForms allows us to document all of our workflows, detect delays in the process, and make adjustments,” Erb said.

“Through eForms, we can adjust our processes and amend our forms quickly,” said Erb. “We can launch a new process within an hour. We can’t do that with any other solution that we’ve seen at that price point.”

An additional benefit of eForms that the County hadn’t expected was the ease at which it enabled them to adapt during the pandemic. When the stay-at-home orders were announced, eForms was instrumental in facilitating a swift transition to working from home. Due to the product’s flexibility and range of capabilities, they also developed 14 brand new critical processes to help them address challenges related to COVID-19.

“Thanks to eForms being a Cloud solution, we could get information out to employees efficiently and they could access it remotely. Most, if not all, of our other County systems were not accessible from home unless people had VPN access.”

By automating their HR processes and overcoming bottlenecks that were slowing down the completion of tasks, San Luis Obispo County estimates they will save 2010 working hours this year by using eForms, the equivalent of \$50,000.

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