> Automating the end-to-end recruitment process has resulted in a **15% gain in productivity** and an **associated reduction in costs** due to time savings for each round of recruitment.
>
> **Inspector Katrina Horan**, Manager, Queensland Police Service Recruiting

Objective ECM

Recruiting the best to protect and support the community

With more than 12,000 applications each year, the Queensland Police Service (QPS) wanted to save time, money and improve monitoring and management of its recruitment process.

To ensure only the most suitable candidates are offered a place, comprehensive and transparent process is required. QPS turned a process that was complex, highly manual and paper-based into something consistent, automated, and digitally traceable.

Digitally transforming recruitment is the beginning of the One Officer - One Record initiative to attract and retain the best talent and track Police Officers' careers from recruitment to retirement.

QPS uses Objective ECM to eliminate physical document handling and ensure all recruit information is digitally available for review and selection processing.

Visibility
- Full transparency and digital traceability of the process

Quality
- Reduced rework, no duplication
- Consistent and optimised processes

Confidence
- Auditing of all process activity
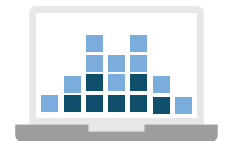- Security of personal information

Compliance
- Validation of records and documents with no physical printing required

↓**82%**
in **approval** times

Parallel processing by departments:
No process blocks
No single point of constraint
No paper handling

90%
of information
now managed digitally

↓**10,000**
fewer documents are
produced and stored

90%
of all records are
born digital

15%
gain in productivity