



# How Rutgers University (DoCS) saved 35% HR staff time and 15% HR costs with OrangeHRM

## Case Study



**DIRECTOR - ROSA SALGADO**



**INDUSTRY - EDUCATION**



**LOCATION - USA**



**EMPLOYEES - 700**



**SOLUTIONS - RECRUITMENT, ONBOARDING, TRAINING, LEAVE MANAGEMENT, TIME TRACKING**



## ■ ABOUT RUTGERS UNIVERSITY

Rutgers, The State University of New Jersey, is the oldest, largest, and top-ranked public university in the New York/New Jersey metropolitan area. One of America's highest-ranked, most diverse public research universities, Rutgers operates three main campuses in New Jersey: New Brunswick, Newark, and Camden. With over 69,000 students, 530,000 alumni, and \$907.9 million in research grants and sponsored programs, the university is an academic, health, and research powerhouse.

## BACKGROUND ■

Ranked by Forbes as one of the top 100 Best Large Employers in America, Rutgers employs over 24,800 people. Rutgers' Department of Continuous Learning (DoCS), which employs 700 people, utilizes OrangeHRM's recruitment, onboarding, training, leave, and time-tracking modules to streamline HR processes, which has saved them hundreds of manpower hours and thousands of dollars and reduced paper waste.



## ■ CHALLENGES AND SOLUTIONS



Rutgers now averages an overall 15% savings in paper reduction and time.

Prior to implementing OrangeHRM, Rutgers DoCS had no automated system to manage hiring, leave requests, and time tracking. As a result, the HR department was drowning in paperwork. With OrangeHRM's software, Rutgers has significantly cut down on the time HR staff spends on these tasks, freeing them up to focus on face-to-face contact and other duties.

While Rutgers' main corporate HR system is Oracle, the system is accessible only to HR liaisons, not all university employees. The DoCS decided to use OrangeHRM to give their employees more control with an HR system they can access and leverage to avoid time-consuming and paper-heavy manual processes.

OrangeHRM provides custom integration support, making it easy for the DoCS to share information and transfer data with the main system.

## RECRUITMENT



The software also reduces the workload of three staff members by 10% to 15% each.

As a university, Rutgers hires many student workers. Without recruitment software, they received countless emails from individual applicants, which were difficult to keep up with.

With OrangeHRM's recruitment module, the department can now connect job postings via the Rutgers student employment site to DoCS's HRM, streamlining the entire process—from applications and resumes to tracking a candidate's progress through the hiring process. Not only is the application procedure seamless now, but the software also reduces the workload of three staff members by 10 to 15 percent each. That's four to six hours per week that each employee can now devote to other things!

## ONBOARDING

Once a new employee is hired, OrangeHRM's HelpDesk Ticket module assists with the onboarding and all HR-related requests, keeping all involved departments abreast of the next steps and status. No more tracking emails!

## TRAINING

When it comes to training new hires or long-time employees, with OrangeHRM's Training Management software, Rutgers' DoCS can now implement division-wide training which employees can register for... plus all the important data is automatically tracked.

Their favorite part? "Having access to the rosters is ideal," says Salgado.

## LEAVE MANAGEMENT



**"The leave module has cut down our entry process tremendously."**

Leave management was one of the Rutgers DoCS department's greatest challenges. With no automated system to collect and keep track of staff absences, the office received emails requesting PTO randomly throughout the day, including cancellations.

With OrangeHRM's Leave Management's built-in tools such as request/approval leave, staff can easily apply for leave online, and supervisors can more consistently follow up with requests and approve or deny them. OrangeHRM provides a summary of all information so it's easy for the department to review the data and then enter it into the Oracle absence system.

“The leave module has cut down our entry process tremendously,” says Saldego. She estimates that the ability to process leave through the system and run leave reports instead of managing leave manually in one email has freed up 20 percent of one employee’s time. That is the equivalent of one full day per week that an employee can devote to other job duties!

Considering the average US salary is \$67,582 ([according to ZipRecruiter](#)), that translates to cost savings of over 400 hours and \$13,000 per year.

## TIME TRACKING

Prior to utilizing OrangeHRM, many departments at Rutgers were tracking employees’ time manually on paper, which inadvertently led to mistakes, not to mention being labor intensive.

## THE ORANGEHRM DIFFERENCE



“We have easily cut down 50% of our time with the Help Desk Ticketing module.”

The benefits of a comprehensive HR management system are both qualitative and quantitative. OrangeHRM’s software solutions have changed the face of HR for Rutgers University’s DoCS, improving accuracy, reducing paperwork, increasing accountability, and saving them time and money.

“In addition to streamlining processes, we have cut down a large amount of staff time, whereby staff is now able to focus on more face-to-face discussions, as opposed to an overwhelming amount of paperwork drowning our office,” says Saldego.

The savings OrangeHRM software provides the university is substantial. “We have easily cut down 50 percent of our time with the Help Desk Ticketing module,” says Saldego. “On top of that, we do not need to hire additional support staff. We would have needed two additional staff members if we did not have this system.” That adds up to savings of over \$166,000 per year!

Across the board, Rutgers now averages an overall 15 percent savings in paper reduction and time thanks to the OrangeHRM difference.

Supervisors now have access to staff records such as salaries, reporting, etc. at a glance, which they didn’t have before, and system reminders ensure nothing falls through the cracks. Rutgers DoCS also appreciated OrangeHRM’s customer support when first implementing the software. Now, veterans of the system, they’re confident in their ability to use the software and no longer need continued support, reaching out only when there are system updates or hiccups.



Organizations can effortlessly carry out all HR operations using OrangeHRM's comprehensive and adaptable HR solution. Its secure web-based industry-leading human resource management software assists businesses in managing their talent and HR procedures globally.

Find out how OrangeHRM can make a difference to your organization with a FREE demo [HERE!](#)