

uComply support Schuh with their onboarding process

schuh, the high street shoe retailer came on board with uComply in March 2022 after experiencing some challenges with their onboarding process. They realised that some of their Right to Work checks were not being completed efficiently and this was impacting their recruitment process. schuh and uComply had been having ongoing conversations and following Brexit and COVID, this year was the right time for schuh to invest in uComply's uAuthenticate app as the solution to ensure their ID checks were fully compliant and to support schuh's very flexible recruitment process.

schuh employs up to 6,500 staff per annum at over 124 sites within the UK. Their recruitment process is deployed across each of these sites and due to the flexible nature of their recruitment process, hiring and onboarding of staff is managed by the store managers. During Covid, which saw the introduction of online identification checks and the challenges faced as a result of Brexit, schuh saw a significant impact on how their Right to Work checks were being managed. Once checks were completed by managers, they were sent to head office to be processed and it soon became apparent that some checks were failing. schuh needed to get the managers to redo these, resulting in significant delays within the process.

As schuh investigated the issue, they saw the checks weren't always completed correctly and knew they had to find a solution. Their initial thought was to consider fully outsourcing the ID checks to a third-party business. Whilst this would ensure part of the process was completed effectively, the onus was still on schuh to complete the final face to face ID verification and didn't alleviate the current problem.

They were also faced with another challenge as a third party would require 3 to 4 weeks to turn checks around, which again doesn't work for schuh with their recruitment pattern. They have a very flexible staffing policy based on shifting changes in trade and see huge fluctuations in staffing numbers, with lots of seasonal, young staff coming and going. The Christmas period is a typical example of this, when staffing levels can increase by over 30% compared to the norm. They also re-employ staff, sometimes 5 or 6 times a year and at short notice. Each employment requires a new check to ensure compliance, meaning checks often need to be turned around within 24 hours.

Last year schuh saw a big increase in recruitment levels and felt they needed better control over their onboarding processes. Following research into the options the business concluded that uComply's uAuthenticate app was the ideal solution. It would deliver both robustness and value for money and present an immediacy to Right to Work checks which would allow schuh to remain agile, enabling them to contact a potential employee today and offer them a job tomorrow!

Following a successful trial, the uAuthenticate app was launched in March 2022 across all 124 stores. With a young management team used to using apps, uAuthenticate was very well received and they quickly got to grips with the technology. As a result, schuh have already seen an impact on the efficiency improvement with the administrative process. The process is now less manual and access to the main portal and the reports have allowed them to see very quickly which checks have failed and can act accordingly, reducing the admin time.



'Everything has gone very smoothly since we started working with uComply. We have a relatively small HR team and need the right solution to support the business.'

The training went well, and we've managed to engage with all 124 stores in just 4 weeks which has been great. Our technical team have felt really supported at every stage of the process.'

We chose uComply because they understand our business needs and we have a great relationship with them, which is very important to us'

Jennifer Fleming, Deputy HR Manager Schuh

Find out how uComply can revolutionise & improve the efficiency of your onboarding process