



# How *I Chief Jack* Increased Applicant Flow

*I Chief Jack* is a leading Jack in the Box operator with 24 locations in Arizona. In 2019, they realized that staffing challenges were negatively impacting everything their teams did at the restaurants, from food service, to morale, to safety. Busy location managers struggled with staying on task during the hiring process and often times signatures or forms were missing.

When *I Chief Jack* implemented Equifax Workforce Solutions, they gained a paperless tool that streamlined their hiring processes, enabled consistency and accountability, and allowed them to take better advantage of tax credits which provided them a 3:1 ROI.

## THE PROBLEM

01

### Manual Processes

Paper processes forced *I Chief Jack* to manually sort paper applications and add new hires to payroll, which was both time consuming and error prone.

02

### Time Management

Location managers had different processes when it came to handling applications, scheduling interviews, and collecting I-9 paperwork, which made it difficult to keep track of new candidates and stay on task.

03

### Employee Turnover

The disjointed management processes resulted in less time for location managers to attend to their teams, causing a decrease in employee morale and an increase in employee turnover.



## THE EQUIFAX WORKFORCE SOLUTION

### Equifax Workforce Solution Processes

Simplifying the hiring process is key to *I Chief Jack's* success. The quick application, onboarding, I-9, and WOTC screening, workflows keep job seekers engaged and allows them to complete the hiring process in as little as 15 minutes so they can begin working immediately. The solution provides guardrails to ensure process consistency, eliminates manual job application efforts, and supports long-term compliance.

### Easy-to-use Technology

*I Chief Jack* utilizes QR Codes, digital applications, and mobile engagement to streamline their hiring processes and staff their locations faster. The easy-to-use software drives down the amount of time it takes to source and hire new employees which gives managers the opportunities to focus on day-to-day restaurant operations.

### Paperless Technology

Removing the manual hiring process and replacing it with cloud-based technology allows the *I Chief Jack* team to stay organized, keep staff focused on high level tasks, and implement faster applicant outreach.

## THE RESULTS

**3:1 ROI**

Increased return of investment

**3+**

Hours saved every week for General Managers

**4+**

Hours saved every month in admin management



*I wish we had Equifax Workforce Solutions when I was a restaurant manager! I have seen their simple technology make hiring easier, which impacts everything we do at our restaurants. Removing paper applications removed clutter from my office and helps us stay in compliance. It saves hours every week for me, and even more importantly for our managers.*

- Mitch, HR Manager, *I Jack Chief*