

# TLC Family Care Uses Docubee to Streamline Document Management

In 1985, TLC for Kids (now dba TLC Family Care) was born. Created by two mothers, the woman-led company focused on solving the growing need of in-home child care for working families. Over the years TLC has offered a variety of childcare staffing services including nanny placements, backup care nannies, babysitters, day care and nursery staff, and more. TLC also services employees' corporations that are providing as needed backup childcare benefits to employees. In order to ensure and maintain a high-quality service, TLC has a very strict standard for vetting and screening, which accumulates a lot of paperwork. When they began to realize their prior solution for document management was no longer useful, they decided to look for a solution.

## Overview

TLC Family Care requires a variety of documents and forms to be completed and returned by all applicants. The documents and forms come in all shapes and sizes, collecting data from driver's licenses, references, waivers, and more. In 2014, TLC Family Care implemented electronic signing for these processes. As the business scaled, it was not always possible for applicants to physically come into the office.

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- Gregg Radell, Operations Director, TLC Family Care



## Challenges

As TLC expanded into new cities, they needed a way to streamline document processes without breaking the bank. One early pioneer in electronic signing helped them get off to a running start. However, when that company was acquired by a large, established software company, the tables turned. All of a sudden, the personal customer support TLC had become to know and love was gone.

**"You could tell they didn't really care for us as a client. We got grandfathered in for the first year, but they immediately started raising our prices and charging us up to \$4 per document,"** says Gregg Radell, Operations Director at TLC Family Care.



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**"We were executing around 2,500 documents per year so our cost in this area basically quadrupled overnight."**

That's when Radell realized TLC needed a more advanced and affordable option. "We looked at a lot of your competitors, but they all came up short," says Radell. "One company was affordable, but I wasn't so sure that they were secure. I liked Accusoft's history. I want to know that the company I chose to bring on would be secure and stable."

Radell was looking to streamline the onboarding process while storing crucial information about each applicant in a central location. "Between the pricing of Docubee and the responsive support system, it seemed like a great choice. After some intensive demos and working with support, we decided to move forward and make it official," states Radell.

## Results

"Overall, Docubee has provided an excellent solution. One of the things I love about it is that I can personalize a document (and the email that goes along with it) for each individual person," solidifies Radell. "So when the admins at TLC send an Intent to Hire form, Docubee will automatically send a nice, personalized email to accompany the document, so everyone understands the next steps."

Radell expressed that this personal touch goes a long way with signing new hires. "We can drop in custom form fields to use their first name in the subject line, preview text, and body of the email, or we can customize each individual email as much as we want," explains Radell. "I really enjoy using it because it makes the process more human. It comes across in a more friendly manner, which is exactly what you want when you are hiring someone new."





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TLC also received unparalleled support from Docubee during implementation and after. “Every time I had a problem accomplishing something, Docubee provided a solution or a workaround. Docubee’s support team has been outstanding. I deal with so many SaaS solutions, and I am very impressed with the support I continue to receive from Docubee.” TLC Family Care plans to continue its partnership with Docubee as the company expands and grows.

## About TLC Family Care

Stephanie Graff and Sharon Graff are both mothers of two and former nanny employers who started TLC for Kids (now dba TLC Family Care). They have dedicated their careers to helping families secure safe, reliable care for their loved ones. As working mothers, they both fully understand the emotional stress and physical time commitment involved in managing busy families. They have built TLC with a serious commitment to the safety, health, and development of children, support and education of the nannies and sitters, and easy access for busy parents. TLC Family Care’s team is comprised of dedicated professionals who have intimate knowledge of the needs of parents and extensive experience matching families with caregivers. To learn more about TLC Family Care, visit <https://tlcforkids.com/>.

## About Docubee

Docubee, an Accusoft brand, is a simple contract automation platform that lets businesses create, manage, sign, and track digital contracts in one secure platform. Docubee powers contracts by enabling users to gather vital customer data, create contracts using tools like generative AI or pre-built templates, and connect pieces of the process with dynamic workflows. Users can integrate Docubee with their existing site or platform via the API or connect to thousands of apps and CRMs using native and webhook-powered integrations. For more information, visit [docubee.com](https://docubee.com).

