

FinFerries ensures mobility in the Finnish archipelago. To stay current, the state-owned ferry company relies on digital recruitment – and in doing so, enhances its image as an employer.



Sampo Suvitie, CIO, FinFerries, Turku,
relies on digital recruitment with DocuWare:



“Smooth onboarding is especially crucial for short-term appointments. When new employees have a positive experience from the beginning, they recommend us to others – and that strengthens our employer brand. DocuWare Cloud helps us achieve this with efficient, digital processes.”



- Location:** Finland
- Industry:** Transportation / Logistics
- Deployment:** Cloud
- Department:** Human Resources
- Integration:** Microsoft SharePoint, Visma Sign, Panasoft

FinFerries operates over 50 state-run ferry routes, including many in remote areas. Its 400 employees ensure the safe transport of 4 million vehicles and 10 million passengers annually. HR processes have become significantly more efficient, with employment contracts now created and signed entirely digitally.

In the past, processing documents for short-term hires was time-consuming and prone to error. Many boat captains work in shifts on remote routes and stay on board for several days at a time. If someone is out due to illness, a replacement must be found immediately to keep operations running. FinFerries relies on a pool of temporary workers in such cases. Time is of the essence: within a few hours, a contract signed by both parties must be in place, and the new hire must be registered in internal IT systems such as time tracking and payroll.

Although FinFerries already used a digital archive, it lacked support for digital workflows or electronic signatures. Contracts were created manually, sent via email or postal mail, signed by hand, and countersigned by supervisors – provided they were in the office. Often, the short-term assignment had already ended before a valid signed contract was even filed. In other cases,

documents were lost, or IT access wasn't set up in time – leading to delays and a frustrating onboarding experience for everyone involved. In its search for a future-ready solution, FinFerries evaluated several DMS providers. The contract was awarded to DocuWare, thanks in part to the compelling solution presentation by a certified DocuWare partner who quickly understood the challenges and proposed a tailored implementation.

Modern HR Management Through Digital Contract Workflows

AI-powered features supported the implementation of DocuWare Cloud, helping enrich missing index data during archive migration. Today, around 40 administrative employees use the system daily – including for the complete digital processing of employment contracts.

DocuWare can generate a new employment contract in seconds, including all relevant employee details, and forward it to the integrated Visma Sign platform. Both the new hire and HR securely sign the document digitally via mobile device or computer. The indexed contract is then automatically stored in the audit-proof archive. Task lists help HR track the current status of each process and efficiently complete follow-up

"When things need to move quickly, we rely on efficient and dependable processes. DocuWare Cloud makes that possible."

"Our previous DMS barely allowed system changes, so we were dependent on costly external providers. With DocuWare Cloud, we've regained control: we design our own workflows and implement changes independently."

actions, such as granting IT access. In addition to contract workflows, FinFerries has digitized more than ten other HR processes with DocuWare and is planning an integration with the cloud-based Okta identity platform to automate user account creation. A connection to SharePoint allows secure and targeted document sharing with external partners, while DocuWare ensures that SharePoint always accesses the latest document version.

Digital Processes Strengthen HR and Employer Branding

The implementation of DocuWare Cloud has brought lasting improvements to daily HR operations. New employment contracts are available for digital signing within minutes – regardless of the location of employees or supervisors. Unlike before, there's now enough time to review content thoroughly rather than signing documents under pressure. Audit-proof archiving ensures the reliable protection of sensitive personal data. Meanwhile, AI-based

indexing makes it easy to find documents quickly. Most importantly, DocuWare Cloud enables smooth and efficient hiring and onboarding processes. This not only increases employee satisfaction – both new and current – but also strengthens FinFerries' employer brand, a crucial advantage in today's competitive labor market.

"DocuWare Cloud is like a Swiss Army knife for process automation. What used to fail due to system limitations now only depends on our imagination."



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