

# CASE STUDY

X  
INFINIQ

**INFINIQ**  
Infinitely yours

“Leveraging e.Form, we’re now able to make contracts done in just 3 days while it used to take more than one month.”



## Infiniq, enhanced work productivity with e.Form

Jung-in Choi / director of management team at INFINIQ

### Introduced product

Mobile Contract  
Solution e.Form

### Company information

**Company:** INFINIQ Co., Ltd.

**Establishment:** August 2001

**Address:** 701 Jeipeullacheu,  
Gasam Digital 1-ro, Geumcheon-gu,  
Seoul, Korea

**Business Area:** SW testing and  
engineering

**Company Overview:** The company provides a wide range of testing services depending on customers' needs in mobile H/W, applications, solutions (web / platform / SI) and hybrid (embedded) industry

A Korea's leading software testing service provider, INFINIQ has quite many of dispatched workers by the nature of its business. This made the company difficult to go through its employee management, especially when it had to meet each employee for annual salary negotiation.

In order to make this employee management process easier INFINIQ has adopted I-ON's e.Form and finally they were able to shorten time and enhance productivity as e.Form facilitates creation, fill-in to management of electronic forms even without the need of face-to-face meeting.

We interviewed Jung-in Choi, a director of business management team at INFINIQ to hear her story about the background, challenge they have been facing, benefits of the introduction and future plans.

### ■ The background and objectives of the project

“The ultimate goal is to speed up the work process and boost productivity”

A significant number of INFINIQ workforce is working in about 20 customer companies to better service testing for various product groups no matter how long and how many resources they take. Under this circumstance, it was inevitable for the HR manager to visit every site to meet employees for annual salary negotiation. To make matters worse, sometimes the employee at the customer's site was not even available for the meeting due to the heavy workload.

INFINIQ had been seeking for a solution that can address this challenge and improve the work process, enhance productivity. This is how INFINIQ decided to get the e.Form service that even supports a non-face-to-face contract process.

### ■ Reasons for introducing the solution

“The user-centric, various features of e.Form are the key decision factors”

We could be able to find some similar products in the market and compare, weigh the advantages of the offerings before. Then we finally found e.Form most attractive in that it has competitive pricing, simple contract process using email and mobile SMS.

### ■ Effects of the solution

“Non-face-to-face contract has speeded up our contract process and enhanced work efficiency”

By introducing e.Form, we're now able to proceed employee's annual salary negotiation without the need of face-to-face meeting with employees working in the customer sites and it takes us just 3 days while it used to take 1~2 months. Before we adopted e.Form, we used to get so caught up in the work that we had to put off other duties during the negotiation period.

Not to mention that e.Form reduces time-to-contract, it facilitates organized and secure electronic documents management based on its dedicated server. It was quite cumbersome to handle paper forms and documents manually but we no longer have to do it.

### ■ Comments

“We're already satisfied with what e.Form benefitted us and we expect to leverage it in various work fields.”

To be honest, we were pretty skeptical about non-face-to-face contract such as annual salary negotiation which can be a sensitive matter to the personnel. So we gave our employees notice and training well in advance to address the concerns we had and eventually everyone in our company could be able to do the work with ease.

We believe that e.Form will also help us handle more various types of work as it has benefitted us so far. e.Form will be more utilized in broader fields within our company and we'd like to thank I-ON for driving this project to success in a positive manner.