

## Highlights

### Challenges

- Empowering a small recruiting team for global hiring
- Complying with regional HR and finance laws
- Coordinating HR and IT teams for onboarding

### Solution

- Lever multiplies productivity with automation
- Advanced HR customizes offer letters for each region
- Ceridian Dayforce integration relieves strain for onboarding teams
- Single source of truth smooths collaboration
- Global hiring is streamlined and simplified

### Results

- 32.5 hours per year saved on onboarding admin
- 40% more applications completed
- 96% more offers accepted

## CASE STUDY



# How Lever Powers Global Growth for Mitek Systems

### About Mitek Systems

Mitek Systems is a global leader in mobile capture and digital identity verification solutions. They help businesses process payments, mitigate financial risk, and meet regulatory requirements.

### The Challenge

#### Streamlining manual onboarding processes

As a developer of digital identity verification solutions, Mitek Systems enables more than 7,500 organizations and 80 million consumers worldwide to process safe and compliant transactions.

Mitek Systems' small recruiting team, with just four members, has to reach around the globe to attract specialized talent, which means complying with compensation and benefits and labor laws in 11 countries.

Sr. Director, Global People Operations, Tammy Buscemi, was one of the leaders responsible for getting new hires set up quickly and correctly in Ceridian Dayforce.

She says, "With the volume of hiring that we do and the amount of information we need to document in Ceridian, we just couldn't keep doing it manually."

Tammy and the Human Resources team had to manually copy a new employee's information out of their recruiting profile, track down additional details by email or Slack, and create extra data fields to make sure the new person would be supported with the policies for their region.

### Searching for a crucial integration

While the HR operations team relied on Ceridian Dayforce to organize their multi-regional workforce, the talent team depended on the automation capabilities in Lever to streamline recruitment.

For Senior Talent Acquisition Manager, Thomas Edgington, it came down to creating an easy experience for both recruiters and candidates.

He says, "A common complaint these days is that job applications require too much manual input. But with Lever, candidates just upload their resume and basic contact information. It removes barriers to candidate conversion."

Deciding that both tools were essential, Mitek Systems reached out to Lever's Professional Services team to request a custom integration.

The sync couldn't come soon enough. Mitek's HR operation members were struggling to keep up with other important tasks, and the IT department was sometimes left scrambling to set up and ship remote work equipment to a new hire with only a few days' notice.

Even more concerning, the manual onboarding risked introducing errors that might result in fiduciary non-compliance, which could lead to fines for the company.

Luckily, Lever was well-equipped to build out a robust integration with Ceridian Dayforce.

"Setting up profiles by hand in Ceridian put a lot of strain on us in HR. We had to drop everything and do it right away, or IT wouldn't have enough time to prepare the new person's laptop and services. It was very disruptive,"

*Thomas Edgington,  
Senior Talent Acquisition  
Manager, Mitek Systems*

“We’re not huge in terms of employee population size. So having a platform that’s intuitive, where managers can jump right in, is important because time is always of the essence in the recruiting cycle”

### The Solution

#### More automation for global onboarding

Mitek Systems was already leveraging Lever. Mitek’s teams greatly appreciated the platform’s ease of use.

Thomas says, “We’re not huge in terms of employee population size. So having a platform that’s intuitive, where managers can jump right in, is important because time is always of the essence in the recruiting cycle.”

Lever includes Advanced Automation and Advanced HR, which Mitek Systems used to automatically customize offer letters to reflect the pay scale and HR laws in the candidate’s region.

#### A game-changing, bespoke integration

Lever’s Professional Services team worked closely with Tammy and Thomas, as well as People Operations Systems and Reporting Manager, Pat Shughrou, to analyze requirements and build the custom integration with Ceridian Dayforce.

Pat says, “The Principal Solutions Architect that Lever assigned, Rey Rondez, was wonderful. He was quick to fix any errors that came up, and he created an excellent mapping document that now serves as our manual for the integration.”

The connection required intensive custom data mapping to allow the fields in Lever to feed correctly into Ceridian Dayforce.

Lever’s Professional Services team persevered with excellent communication and responsive support. Now, when Mitek Systems makes a new hire, all of their information automatically syncs from Lever into Ceridian Dayforce.

#### A smoother experience for new hires

The integration eliminated an enormous amount of manual data entry, along with the risk of human error.

Tammy and her team couldn’t have been more thrilled. She says, “When the first record copied over the sync, we all did a dance. We were very happy.”

New hires get their accounts and equipment set up without delay, and they don’t have to contend with errors in their pay, vacation allotment, or benefits.

Tammy says, “If we didn’t have the Ceridian HRMS integration, the lag time and errors in setting up new hires could impact engagement. Those first couple of weeks for a new employee are key, especially in this labor market.”

**Customized workflows for multiple hire types**

Thanks to the integration, Mitek Systems can now leverage automations within Lever to streamline multiple hire types.

Pat says, “We can identify if it’s a new hire, rehire, or contractor going full-time, and automatically skip unnecessary workflows, like a background check for internal hires. It also lets us track those metrics for reporting to senior management.”

**Simplified global hiring**

For Tammy, the integration relieved the worry of accidentally setting up employees with the wrong procedures for their region.

Tammy and her team no longer have to manually check local HR laws for every new hire.

“We have global policies that need to be signed by everyone, as well as specific policies that vary by country. Based on the employee’s location stated in Lever, Ceridian now assigns the right onboarding policies, pay, benefits, and entitlements policies. It’s so much easier,” she says.

**Workflows for SOX compliance**

As a public company, the Lever-Ceridian sync also helps Mitek Systems fulfill its legal responsibilities to investors.

“The integration helps us accurately track metrics so we can be more specific in our disclosures and stay in compliance with SOX regulations,” Tammy says.

“The integration builds the employee record in Ceridian automatically. It allows us to do all the analytics reporting, and also makes sure that new hires are assigned in the right country with the correct pay groups,” says Pat Shughrou, People Operations Systems and Reporting Manager.

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### Results

#### Scalable automations for global growth

With the integration connecting Lever to Ceridian Dayforce, Mitek Systems has automated critical functions to streamline their global hiring.

“In the last fiscal year, we hired 130 people around the world. And the year before, we hired 111. The sync is saving us 15 minutes of administration time for every hire,” says Pat.

Eliminating manual data entry for new hires saved the HR operations team 32.5 hours — almost a full work week — in just one year. When you consider the productivity that used to be lost due to constant interruptions, the impact is even bigger.

Tammy says, “When we’re in the middle of analyzing a massive spreadsheet or nuanced employment laws, we no longer have to drop everything to enter someone into the system. It’s a huge relief.”

“Working with Lever’s Professional Services team to build this integration was a fantastic experience. Their communication, responsiveness, and understanding of our business needs made them excellent partners.”

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The HR business partners are now freed for important tasks that help the business grow.

Tammy says, “We can spend more time managing compensation, delivering employee counselling or performance management sessions, and participating in strategic planning for our organization.”

#### **Improved candidate conversion**

For the talent team, Thomas says that Lever and Ceridian have formed the foundation of a great candidate experience.

“In the past year, we’ve seen a 40% increase in applications coming through, and a 96% offer acceptance rate. It would be impossible to achieve that without this efficiency in our system,” he says.

With effortless workflows helping Mitek Systems comply with regional labor laws and finance regulations, the company is set for friction-free, global scaling. Every team member can focus on what they do best, knowing their recruiting and onboarding data is being managed seamlessly.

Unleash your growth potential with custom integrations.  
Get a personalized demo.  
[www.lever.co](http://www.lever.co)