

# Robotics, With a Human Touch:

## Opentrons and ClearCompany Partner to Build Personalized Hiring Processes

### The Customer

Opentrons Labworks, Inc. is a biotechnology company that builds affordable, open-source liquid handling robots that automate tedious tasks for biologists. Its robotics solutions help biologists avoid injury and regain valuable time they can spend developing experiments and analyzing data that can lead to cutting-edge discoveries in medicine. Opentrons was also a key player in monitoring COVID infections, helping to improve the lives of millions.

*"Opentrons is dedicated to developing a platform that integrates robotics, software, assay development, and lab operations to supercharge the pace of innovation in life sciences. As our leaders would say, we're changing the world!"*  
- Danielle Tillman, Associate Director of Employee Services

### The Problem

As they expanded across 36 states and grew from 60 to nearly 700 employees, it became clear that Opentrons needed to make changes to its hiring process to maintain consistency and compliance. They also needed a system that could automate HR tasks and power recruiting and onboarding of candidates with the specialized skill sets they were looking for across a range of geographic locations.

Additionally, they were collecting employee data in multiple systems and spreadsheets, causing redundancies and making it hard to classify new hires to ensure they received critical documentation. Above all, Opentrons was searching for a trusted collaborative software partner that would listen to their feedback, provide training and support, and help them get the most from the platform.

*"There was no integration between the actual HRIS database and our ClearCompany platform. So we have all of this employee data that's being tracked on multiple spreadsheets — for candidates and then for new hires — and between these two systems in a way that asked for a lot of human error and created a lot of redundant entries."*



*We built out workflows and templates to accommodate all of our different division locations and really make the system function the way that it was meant to. We automated so many elements of the process.*



**Danielle Tillman**

Associate Director of Employee Services, Opentrons Labworks Inc.

## The Solution

Opentrons worked closely with its dedicated ClearCompany Customer Success Manager to build out workflows and templates to support more efficient hiring and onboarding across its locations.

ClearCompany Recruiting allowed Opentrons to find and hire candidates at three business entities, in three laboratories, and across 36 states with the specialized skill sets needed to build 'robots for biologists.' ClearCompany Onboarding enabled compliant hiring processes for Opentrons by ensuring that new employees receive the correct documents for their location and role at the appropriate stage of the hiring process, and by keeping all of their new hire data in one online, always accessible database. In addition to a more seamless, accurate onboarding process, advanced analytics allow Opentrons to track new hire and recruitment data effortlessly in the ClearCompany platform. The seamless integration between both modules, and the work to integrate their HRIS, helped them create an efficient, compliant process.

*"[ClearCompany] automates processes, saves time, and is more accurate than what was being done before. It allows us to get a lot of good data upfront to be able to classify [employees] and ensure that they're getting the right documentation along the way."*

**36** Opentrons recruits and hires employees across **three business entities, three laboratories, and 36 states.**

## The Results

Outstanding service from a dedicated, hands-on Customer Success Manager served as the foundation for a strong partnership between ClearCompany and Opentrons. The biotech company was able to create custom workflows, streamline onboarding processes, maintain compliant documents, and consolidate data for employees across dozens of locations with ClearCompany Recruiting and Onboarding and support from their CSM.

*"The thing that was a change agent for us was the dedicated support. I know support is a very challenging thing to make consistent for any organization, but it seemed to me that there was a service model in place that allowed for a lot of dedicated support."*

## The ClearCompany Difference

*"Opentrons trusted ClearCompany to support its fast, nationwide growth and specialized hiring needs, in addition to its demand for processes to support both. We're proud of the hands-on support provided by ClearCompany Customer Success and look forward to continued collaboration with Opentrons."*



### Christine Rose

Vice President of Customer Success,  
ClearCompany



*There's a lot of great feedback from teams and end-users. ClearCompany automates their process, saves time, and is more accurate than what was being done before.*



### Danielle Tillman

Associate Director of Employee  
Services, Opentrons Labworks Inc.