



INVESTING IN THE
RIGHT HIRES



Financial Services
Health and Life Insurance
\$33 Billion Annual Revenue
11,000 Employees
Founded 1851

BACKGROUND

A pioneer in the medical technology industry, this global organization develops life-saving devices and diagnostic tools to make healthcare more accessible, affordable, and safer for people around the world.

“AgileOne provided exceptional customer service. It was a pleasure to work with a partner who was truly interested in providing quality talent.”

Hiring Manager

WORKFORCE CHALLENGES

With limited resources for talent acquisition, the company was struggling to find qualified candidates for their five customer contact centers. One of the most critical areas of operations, these contact centers supported three different lines of business, each with their own unique criteria for candidates in terms of education, experience and licensing. Due to the fierce competition in the contact center industry, salary, benefits and other special touches from the recruiter are important differentiators for winning the best candidates. In addition, the quality of candidates in the contact center industry can range greatly so careful candidate screening is essential.

SOLUTION

The company turned to AgileOne's recruitment process outsourcing (RPO) solution to take over talent acquisition for their contact center workers and provide rapid on-boarding support for all locations. AgileOne began by examining the existing recruitment processes and made strategic changes that would positively impact the quality of candidates, efficiency of the process and administrative costs. The company's original process was to send candidates to the assessment center for testing BEFORE the recruiter interview. AgileOne reversed the order of these steps—interview first, assessment second—eliminating candidates who would not meet selection criteria.

CASE STUDY

The AgileOne team developed a comprehensive marketing strategy that would improve the company's employer brand and attract higher quality candidates. First, they made modifications to the key job descriptions and titles to reduce the number of unqualified candidates. In addition, the team made significant improvements to the materials used for the internal employee referral program, creating a more professional image for the company. Other marketing materials were modified to include employee quotes, pictures, and experiences to showcase the corporate culture and demonstrate the company as "A Great Place to Work."

To maximize the number of high quality candidates and build an engaging pipeline of potential candidates, AgileOne created a detailed, strategic sourcing plan to include community outreach initiatives and competitive intelligence data to engage both active and passive job seekers. With each round of hiring, the AgileOne team has been able to screen and present candidates more quickly, and increase the quality of candidates presented. In between classes, AgileOne collected candidate profiles utilizing the competitive intelligence data to build a talent pipeline for future hiring needs.

RESULTS

As a result of AgileOne's high-touch approach, the client has experienced greater efficiency, candidate quality, and cost savings. With a change in the screening process where the recruiter's interview takes place before the assessment, there was a significant decrease in the number of no-shows for the assessments, resulting in a 30 percent increase in the number of offers approved.

Management is now presented with fewer candidates, but they are of a much higher quality. Across all five contact center locations, time to fill is now 59 days from notice to process and 46 days from requisition approval to start. Time to process was reduced to only two days or fewer, and 95 percent of all offers are accepted. The AgileOne team successfully meets or exceeds all predefined service level agreements, and surveys indicate that hiring manager and new hire satisfaction rates are extremely high, 95 and 98 percent, respectively.

All of these positive results would not have been captured without the innovative reporting tools that AgileOne put into place. Prior to the AgileOne program, the client had no formalized reporting system to identify trends or gaps in their talent acquisition strategy. Today, the client receives regular utilization reports for each location and line of business to help them achieve greater visibility into their contact centers and to accurately predict future hiring needs.

About AgileOne

AgileOne's consultative approach solves workforce challenges by combining innovative talent procurement technologies and programs, with experienced industry professionals to deliver a suite of total workforce solutions. We maximize the value of our customers' workforce, decreasing liability and overhead associated with human capital management.

