



Case Study

Delivering a Stream-lined Support Model

Spherion reduces time-to-fill rate while improving candidate quality

Results at a Glance

Problem:

Client was searching for a national solution provider who could:

- *Serve as a true partner in developing a customized solution*
- *Reduce time-to-fill rate*
- *Improve customer service satisfaction*

Solution:

- *An end-to-end RPO solution that included the entire hiring process, from receipt of request through on-boarding*
- *A dedicated operations manager supported by Spherion's Centralized Recruiting Center*

Results:

- *Significantly decreased time-to-fill, from an average of 45 days to 21 days*
- *Exceeded all service-level targets*
- *Dramatic improvement in candidate quality*

Client Profile

With \$84 billion in annual revenue, this client is an insurance-based financial services provider with a global network that focuses on key markets in North America and Europe. In North America, the client is a leading commercial property-casualty insurance provider serving a wide variety of business segments.

Business Problem

The client had identified the need for a full lifecycle solution for recruitment services that would allow them to focus their existing resources on core job functions. They were looking for a national solution provider who could:

- *Serve as a true partner in developing a customized solution*
- *Reduce time-to-fill rate*
- *Improve customer service satisfaction*

The Spherion Solution

Spherion® developed an end-to-end recruitment process outsourcing (RPO) solution that included the entire hiring process, from receipt of request through on-boarding. A custom solution was designed that included a dedicated operations manager that was supported by Spherion's Centralized Recruiting Center. This team implemented an operational strategy targeted at delivering higher-quality candidates.

Value Delivered

Since the engagement began, the client has experienced a dramatic decrease in time-to-fill—from 45 days to an average of 21 days. All service-level targets have been exceeded, including a dramatic improvement in candidate quality.

For more information about Spherion, visit us at www.spherion.com.