



Case Study

Delivering Efficiency & Expertise

Spherion streamlines recruiting processes in new acquisition

Results at a Glance

Problem:

- Recent acquisitions that required scalable staff to ramp-up hiring for 4,000-4,500 positions
- Needed a streamlined recruiting process

Solution:

- An end-to-end RPO solution, from receipt of request through on-boarding
- A dedicated team of 40+ off-site resources support the client via Spherion's Recruitment Transaction Center & virtual recruiter network

Results:

- Sourced 18,000 candidates
- Hired 4,500 employees
- Met or exceeded the vast majority of service-level metrics

Client Profile

One of the world's largest financial services firms, focused primarily on consumer lending and deposits. The client's principal business segments include domestic credit card lending, automobile/motor vehicle financing and global financial services.

Business Problem

The client had acquired two financial services companies, along with several smaller acquisitions and required scalable human resources staff to ramp-up hiring for 4,000-4,500 inbound and outbound call center positions. In order to contain costs, the client needed reliable forecasting to address frequent shifts in hiring needs. Over time, the client's selection process had become complex, and they desired a streamlined approach while maintaining a high-quality, high-touch solution.

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. Working in collaboration with the client, Spherion designed a custom solution that integrated and leveraged the client's existing technology along with numerous Spherion applications and tools. The solution included a dedicated team of 40+ resources, supporting the client via Spherion's Centralized Recruiting Center and virtual recruiter network.

In order to streamline the hiring process, Spherion delivered and proctored a suite of online tests and pre-employment assessments via local Spherion offices. Spherion staff conducted interviews, virtual teller simulations, pre-employment checks and mailed written job offers.

Value Delivered

Annually, Spherion sources and processes 18,000 candidates and hires 4,500 employees. Spherion's solution has met or exceeded the vast majority of service-level metrics, which include satisfaction metrics for both hiring managers and candidates, time-to-fill and candidate quality.

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

