



Case Study

Delivering Expertise

Spherion reduces recruiting costs & creates efficiencies

Results at a Glance

Problem:

The client needed a partner who could:

- Standardize recruitment process
- Reduce cost per hire & time-to-fill
- Implement new technology
- Improve hiring manager satisfaction

Solution:

- An end-to-end RPO solution with a combination of on-site & off-site resources
- Targeted recruiting programs

Results:

- Decreased time-to-fill by 36% — from 55 days to 35 days
- Increased hiring manager satisfaction by 22%
- Streamlined the compliance process to eliminate risk
- Reduced dependence on third-party search firms by 99%
- Improved candidate experience

Client Profile

A \$14 billion provider of providing leading products and services to the photographic, graphic communications and healthcare markets.

Business Problem

On an annual basis, the client hired 2,000+ positions in the U.S. and Canada across all skill categories, including engineering, IT, accounting, finance, legal, sales and marketing. Specifically, the client was looking for a partner who could:

- Standardize recruitment processes
- Implement new technology
- Reduce time-to-fill & cost-per-hire
- Improve hiring manager satisfaction

The Spherion Solution

Understanding the client's needs and overall objectives enabled Spherion® to develop an end-to-end recruitment process outsourcing (RPO) solution that included the entire hiring process, from receipt of request through on-boarding. The solution brought expertise and discipline to the recruiting process, using a combination of on-site and remote resources.

Spherion streamlined the recruiting process by implementing proven best practices. To establish accountability, Spherion created a tracking mechanism that provided detailed candidate data to the hiring managers and verified Spherion's performance. Spherion also developed specific programs to manage employee referral and university recruiting initiatives.

One of the key areas of improvement identified by Spherion was the need to provide timely feedback from hiring managers regarding candidates. By customizing this communication process, Spherion built trust and drove process changes by educating hiring managers.

To address the challenges with particularly hard-to-fill finance and accounting positions, Spherion hired very senior recruiters with extensive experience in the finance and accounting industry. Spherion formalized a passive candidate program targeting highly qualified candidates.

Value Delivered

Spherion's solution created significant cost savings for the client. By forming strong relationships with key hiring managers, Spherion developed a streamlined hiring process that improved both the internal and external hiring experience. Some key performance indicators include:

- Decreased time-to-fill by 36%—from 55 days to 35 days
- Increased hiring manager satisfaction by 22%
- Streamlined the compliance process to eliminate risk
- Reduced dependence on third-party search firms by 99%
- Improved candidate hiring experience

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

