



Case Study

Providing Top-quality Talent

Spherion helps ramp-up new business venture by providing quality resources

Results at a Glance

Problem:

- Quick ramp-up, including the hiring of 875 contact center positions
- Existing call centers had a turnover rate of approximately 45%

Solution:

- An end-to-end RPO solution that included a recruiting manager, with a senior recruiter and an employment specialist working on-site
- Implementation of an applicant tracking system & customized reporting

Results:

- Reduced turnover from 45% to 25%
- Achieved a 100% fill rate
- 97% of the candidates submitted were selected for an interview

Client Profile

As the world's largest home improvement retailer, the company operates more than 1,800 warehouse-style stores located throughout the United States, Canada and Mexico.

Business Problem

The client was opening a new contact center that required a quick ramp-up to meet an operational deadline. This produced a need for the client to hire 875 contact center positions, including inside sales associates. Their established call centers had a turnover rate of approximately 45%.

The Spherion Solution

Beginning six weeks prior to the facility opening, Spherion® implemented an end-to-end recruitment process outsourcing (RPO) solution, including the entire hiring process – from receipt of request through on-boarding. The solution included a dedicated team led by a recruiting manager. A senior recruiter and an employment specialist worked onsite to handle face-to-face interviews and on-boarding with sourcing, screening and scheduling handled by off-site recruiters.

The solution also included the implementation of an applicant tracking system and customized reporting, such as pipeline, sourcing and turnover reports.

Value Delivered

The top-quality talent provided to the client created significant efficiencies in the interviewing process and in the operation of the new facility. Spherion achieved a 100% fill rate for each "start class." By providing quality resources percentage, Spherion was able to achieve a 97% submittal to interview ratio, and also reduced turnover by 20 percentage points - from 45% to 25%.

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