



# Case Study

## Implementing Recruiting Best Practices

*Spherion centralizes recruiting & hiring processes, creating cost savings*

### Results at a Glance

#### Problem:

- Decentralized recruiting environment
- Spending approximately \$8 million on search firms annually
- Hiring managers shoulder most of the recruiting responsibility
- No forecasting or reliable reporting
- Assessments not standardized

#### Solution:

- Successful pilot program
- An end-to-end RPO solution that included all skill sets for manager level & below
- A dedicated team of 40+ resources, including an on-site operations director, recruiting manager, compliance & training manager, & recruiters located at 10 client sites
- Implementation & customization of an applicant tracking system, consistent assessments & satisfaction surveys

#### Results:

- Hired 2,400+ people within all skill categories within first six months
- Exceeded the time-to-fill requirement by 13 days
- Eliminated third-party agencies
- Exceeded customer satisfaction requirements—more than 80% of hiring managers & 85% of new hires rated Spherion as “excellent”

### Client Profile

As a \$44 billion insurance and financial services company, this client offers a wide range of services to individuals, corporations and other institutions. The client's principal business segments include insurance, domestic credit card lending, vehicle financing and global financial services.

### Business Problem

The client had a decentralized recruiting environment, and was spending approximately \$8 million on search firms. Each business line managed its recruiting and hiring processes differently, forcing hiring managers to shoulder most of the recruiting responsibility. Because there was not a centralized applicant tracking system, no forecasting or reliable reporting were available. The assessments used to evaluate candidates were not standardized across the company.

### The Spherion Solution

Upon successful completion of a pilot program, Spherion® developed an end-to-end recruitment process outsourcing (RPO) solution that included all skill sets for manager-level and below. Spherion's solution included a dedicated team of 40+ resources, including an on-site operations director, recruiting manager, compliance and training manager, and recruiters located at 10 client sites. Their virtual recruiting teams are utilized for spikes in hiring activity.

Spherion implemented and customized an applicant tracking system in order to streamline the client's applicant pool. In addition, Spherion proctors a consistent battery of assessments, provides consultation on OFCCP, best practices and other HR issues. Hiring manager and new hire satisfaction surveys are monitored on a regular basis.

### Value Delivered

Within first eight months of the engagement, Spherion hired more than 2,400 people within all skill categories. Spherion also exceeded the time-to-fill customer satisfaction improved requirement by 13 days, and eliminated external third-party agencies. Customer satisfaction is also up – more than 80% of hiring managers and 85% of new hires rated Spherion as “excellent.” Spherion surpassed customer satisfaction requirements by 10 percentage points.

*For more information about Spherion, visit us at [www.spherion.com](http://www.spherion.com).*