



Case Study

Responding to a Competitive Recruiting Environment

Spherion creates a high-touch recruiting process while reducing costs

Results at a Glance

Problem:

- The client required a more standardized recruitment process
- Candidate experience needed improvement, particularly in the speed of the interview process

Solution:

- An end-to-end RPO solution that included the full cycle of recruiting, to drive the recruitment process for the hiring managers, from receipt of request through on-boarding
- Scalable solution using a combination of on-site & off-site resources

Results:

Significant cost savings, including:

- Decreased time-to-fill by nearly 20%, from 53 days to 43 days
- Eliminated 100% of agency spend
- Created a robust passive candidate pipeline for each position type

Profile

A worldwide leader in building network solutions, the client's hardware, software and service offerings are used to create solutions that increase productivity, improve customer satisfaction and strengthen competitive advantage.

Business Problem

In a highly competitive recruiting market, the client needed an outsourcing partner that could standardize its recruitment process as well as improve the candidate experience. The client required specific recruiting strategies to locate qualified candidates for very hard to fill, high-end professional positions, in a variety of areas, including engineering, IT, accounting, finance, sales, marketing and legal. They also required a heavy emphasis on "pipeline" recruiting.

The client was hiring an average of 3,600 people per year, and needed to overcome negative candidate perception regarding the speed of their hiring process. At the inception of their contract, the interview process took up to 12 weeks. Furthermore, the client had multiple divisions, each with a highly distinct culture.

The Spherion Solution

Spherion® developed an end-to-end recruitment process outsourcing (RPO) solution, from receipt of request through on-boarding. The solution structure included two dedicated sourcers for each recruiter, and a pipeline team to source for unique skill sets. Using a combination of on-site and off-site resources, Spherion created a scalable solution based on the client's hiring needs. To meet the needs of this growing client, the recruiting team scaled to 150 recruiters, sourcers and employment specialists.

In order to improve the hiring process, Spherion's solution also included a coordination team to schedule all interviews, coordinate offers, conduct background checks and assist candidates through the hiring process. In partnering with the candidate, Spherion also provided new out-of-the-box sourcing ideas and created branding opportunities to improve candidate perception. Interview training was also provided to hiring managers to improve candidate screening and messaging throughout the hiring process.

Value Delivered

These improvements to the recruiting process provided significant cost savings, including:

- Decreased time-to-fill by nearly 20%, from 53 days to 43 days
- Eliminated 100% of agency spend
- Created a robust passive candidate pipeline for each position type

Spherion's recruiting solution drastically improved candidate perception and reduced the time required during the interview process, while delivering cost savings and increasing productivity.

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