



Case Study

Increasing Productivity

Spherion reduces turnover & time-to-fill

Results at a Glance

Problem:

- Unfilled positions
- Unacceptable turnover

Solution:

Customized RPO solution that included:

- Regionally-based virtual recruiting teams
- Spherion's proprietary PeopleScreenSM prescreening tool
- Other assessment tools

Results:

- Dramatically reduced time-to-fill
- Reduced 90-day turnover by 32%

Client Profile

North America's largest provider of installation, home-integration and fulfillment services to the home entertainment, communications, security and home integration service industries. The client has 3,500+ skilled technicians and 900 support personnel based in 82+ locations. They are positioned as the only pure play national residential service provider in the market.

Business Problem

The client was growing rapidly, and was losing productivity due to unfilled positions and high turnover. With multiple locations and a fragmented recruitment infrastructure, the company lacked a consistent recruiting process and proactive sourcing strategy to meet the pending needs. Recognizing the need to streamline their recruiting efforts and improve retention, the client began searching for a national recruitment partner that could provide a workforce solution with a consultative approach to meet their unique recruiting needs.

The Spherion Solution

Spherion[®] developed a customized recruitment process outsourcing (RPO) solution that included a dedicated support team comprised of nearly 30 resources. The team included a national operations, a compliance manager and several regionally based, virtual recruiting teams. These teams could be scaled up or down to meet the immediate need. As a part of the solution, Spherion sourced and screened candidates using PeopleScreenSM, its proprietary prescreening methodology. In some cases, additional assessment tools were used to further qualify candidates and ensure the best match.

Prequalified candidates were then submitted for consideration. Upon candidate approval, Spherion coordinated and scheduled interviews with the client, administered offer letters and oversaw the entire on-boarding process of new hires. Spherion also completed candidate background checks and drug-screening tests.

Spherion's solution included the implementation and customization of an applicant tracking system, which documented and progressively tracked all candidate interaction. Additionally, Spherion conducted customer satisfaction and new-hire assimilation surveys to provide on-going feedback from hiring managers and new employees. Exit interviews were also performed to identify causes of turnover.

Value Delivered

In the first 11 months of the contract, the client was able to fill more than 3,200 positions, including 3,000+ qualified technicians and 200+ corporate and administrative personnel. New procedures implemented in the Spherion solution dramatically reduced time-to-fill and lowered 90-day turnover by 32%. Spherion's comprehensive workforce solution enabled the client to significantly boost productivity and lower turnover via a scalable solution that provided consistent recruiting and screening best practices.

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

