



Case Study

Delivering Recruiting Expertise

Spherion delivers results for high-volume, hard-to-fill positions

Results at a Glance

Problem:

- *Needed a cost-effective, scalable & efficient way to hire inbound operators*
- *Positions were challenging to fill, due to strict applicant requirements & variable rotating shift schedules*
- *Desired to improve the quality of their workforce while achieving a better fill rate for scheduled training classes*

Solution:

- *Developed an RPO solution that included the entire hiring process, from receipt of request through on-boarding*
- *Dedicated team that included an operations manager & a scalable recruiting team, supplemented by virtual recruiters*
- *Targeted sourcing strategies for each site*
- *Utilized client's procedures, vendors & applicant tracking system*

Results:

- *Filled 2,200+ positions*
- *Reduced turnover from 170% to 11% in two years*
- *Exceeded all service-level agreements, including client satisfaction & data integrity*
- *Improved the client's fill rate by 16%*
- *Named a 'Gold Partner' for service excellence*

Client Profile

The nation's largest voice and data provider with 58 million customers, this client offers a comprehensive and innovative package of voice and data services to both residential and small business customers.

Business Problem

The client needed a cost-effective, scalable and efficient way of hiring inbound operators. Positions were challenging to fill due to strict applicant requirements and variable rotating shift schedules.

The solution needed to include a mechanism for improving the quality of the client's workforce while achieving a better fill rate for scheduled training classes. In addition to these goals, the client hoped to reduce the cost of its existing recruiting program.

The Spherion Solution

Starting with a single site, Spherion® took over the sourcing and recruiting functions. Based on the program's initial success, Spherion was awarded additional locations, and now services 14 locations.

Spherion developed a recruitment process outsourcing (RPO) solution that included the entire hiring process, from receipt of request through on-boarding. The solution consisted of a dedicated team of resources that included an operations manager and a scalable recruiting team, supplemented by virtual recruiters. By developing targeted sourcing strategies for each site, Spherion was able to create a flexible candidate pipeline.

Spherion also conducted studies on geographic markets including demography and competitive analysis, providing key information to the client's decision-making process.

Value Delivered

Spherion processed more than 41,000 candidates to fill 2,200+ positions. By providing attrition analysis to identify reasons for turnover in each site, Spherion reduced turnover from 170% to 11% in two years. Furthermore, Spherion exceeded all service-level agreements, including client satisfaction and data integrity. These accomplishments helped improve the client's fill rate by 16%. In 2005, the client named Spherion a 'Gold Partner' for service excellence.

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

