

From Project to Performance: Computing Technology Leader Experiences Benefits of RPO

THE RIGHTTHING

With leaner recruitment departments than ever before, today's HR Leaders are faced with the ultimate challenge—to quickly rebuild a quality and cost efficient recruiting solution to jumpstart the next phase of business growth. With the growing complexities of talent acquisition, however, many are finding the task difficult and costly to recreate internally. While RPO success stories continue to populate at a rapid pace, some organizations remain skeptical. Nevertheless, those that chose to test the waters through short term projects have not been disappointed. As RPO continues to gain momentum, many temporary solutions are evolving into valued long-term partnerships.

Case Study Snapshot

Experiencing robust growth in 2010, a world leader in computing innovation sought a talent acquisition provider that could bring renewed strategy to their recruiting and hiring process at two key locations experiencing an immediate hiring need. With a commitment to hiring the best and brightest, the client held high expectations for its future workforce and required advanced degrees for many positions. The high volume amount of these positions in two concentrated areas within a condensed timeframe led to an increased hiring challenge. To help ensure success, the organization partnered with The RightThing on a short-term project basis in an attempt to lower costs, decrease time-to-fill and increase scalability, diversity and quality of hire.

Implementation

With an accelerated timeframe, The RightThing deployed a quick start implementation. Over the course of three weeks, key stakeholders from the client side and The RightThing partnered to design a robust, end-to-end hiring strategy. For increased efficiency, team members divided into subgroups focusing on crucial areas including process/technology, sourcing, communications/training and hiring events/logistics. Once solutions were finalized, project resources from each location were identified to help drive the change throughout the rest of the client's internal recruitment team.

Meanwhile, the client prepared support team members from The RightThing through key company training and certification sessions that covered fundamental parts of their process including benefits, drug testing, OFCCP and dispositions, external offers, background investigations, relocation policies and internal technology. These sessions also covered corporate expectations, culture and the strategic drivers that define the company as a world-class organization. Additionally, the client provided opportunities to interact with their internal recruitment team allowing The RightThing team members to learn and understand the organization on a deeper level. Finally, to adhere to the high security measures required by the client,

The RightThing committed to dedicating a high security area onsite at their Findlay, Ohio headquarters where all offsite offers and processing activities took place. This area remained secure at all times and was only accessible to authorized team members.

Kick-Off

With challenging requisitions on the line, including technical manufacturing positions and engineers, The RightThing deployed a multifaceted sourcing and recruiting strategy at the onset of kick off supported by on-site dedicated resources. This strategy included bi-weekly organized hiring events at the client's two locations, various career fairs in "semiconductor rich" markets around the country, military career events, as well as dedicated AIRS certified senior recruiters who focused exclusively on the client's requisitions.

By adding the additional support of on-demand scalable resources, the client gained the ability to incorporate functional and scalable experts from The RightThing into the posting, scheduling, interviewing and offer processes. This enabled the client to work on multiple parts of the hiring process at once with focused expertise at every step. The addition of resources also enabled candidates to continuously move through the process which was a key factor that enabled the client to fill openings in a quick and efficient manner.

To ensure the client's candidate expectations were met, a number of checks and balances were put into place. At the onset of application, an automated prescreen was performed, which was followed by an in-depth behavioral phone interview and candidate survey. Validation experts were also deployed by the client throughout the process to spot check candidates and verify quality and correct cultural fit. These provisions enabled The RightThing to course-correct throughout the process as necessary and helped provide a positive end result.

Additionally, The RightThing worked closely with the client to enhance reporting functionality that effectively depicted key hiring performance metrics including sourcing data, overall pipeline by location, diversity, specific hires per category and business units. These weekly reports helped to provide concrete documentation of the "real time story" which helped to further keep a pulse on all hiring activity and allowed the client and The RightThing to proactively identify any issues.

Endless Possibility

Working together as true partners, The RightThing successfully met the client's initial hiring goals within the required timeframe and experienced key improvements across the board including increased interview-to-hire ratios and reduced cost. Realizing the great value RPO brought to their staffing initiatives, the client ultimately elected to extend the partnership into a long-term solution with added locations and positions. ■