



## BENCHMARKING AGAINST ATTRITION: **PROVIDING INDUSTRY VISIBILITY VIA DATA-DRIVEN ANALYTICS**

### **CLIENT PROFILE**

A healthcare provider

### **CHALLENGE**

Emerging negative attrition trend

### **CHALLENGE**

Within a year's time, one of our healthcare provider clients was experiencing significant headcount growth, mainly as a result of call center roles. However, along with this type of growth, a negative trend of successful assignment finishes also emerged. While it was validated that the call center positions were driving the negative attrition, the issue became finding out whether or not the rate of successful finishes fell within the industry norm.

### **SOLUTION**

To gauge our client's performance within the call center space, an industry benchmark was needed. Leveraging ACUMEN,

Allegis Global Solutions' (AGS) proprietary data portal that provides our clients a powerful analytics platform to measure success and identify trends associated with their engaged nonemployer worker community, we were able to use the regional occupation code for "call center/customer service" to identify similar roles across our portfolio of clients and create a benchmark for comparison.

Once the population of call center/customer service assignments was identified, an analysis was performed on current year assignment finish performance. This allowed for a direct, accurate comparison of our client against other clients using a standardized list of finish codes, which served to create visibility into individual supplier performance for our client.

### **THE RESULTS**

Ultimately, the data in ACUMEN helped create a benchmark at the job level title. As such, the benchmark analysis confirmed that the rate of successful attrition for call center roles at our client was at 16 percent, while the industry average remained around 30 percent. After establishing this find, the program office scheduled a round table discussion between our client's key stakeholders and a selected group of suppliers. There,

stakeholders were able to elaborate on what a successful candidate profile looks like, and how it might differ from other call center roles—placing emphasis on the importance of their company’s core values and adherence to their attendance and tardiness policy.

From there, reference materials were created and provided to suppliers to distribute to onboarded candidates. The program office and suppliers were also then given the opportunity to go onsite at the call center and shadow the day-to-day tasks and responsibilities to better convey the position’s roles and responsibilities to potential candidates. These steps have enabled AGS to increase opportunity for success for our suppliers, as well as adding overall value to the MSP program.

## RESULTS

- Revealed rate of successful attrition to be 16 percent via benchmark analysis
- Identified area of opportunity to reverse negative trending
- Took proactive measures to increase future program success



### ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.