



## ELIMINATING AGENCY COST & **REDUCING TIME TO FILL**

### HIGHLIGHTS

- Eliminated agency use (50% to 0%)
- Reduced TTF by 41%

### CLIENT

A 100-year-old global publisher and learning science corporation with more than 5,000 employees across 44 countries.

### SITUATION

Our client required a partner to provide enterprise-wide recruiting support for hundreds of on-shore, near-shore, and off-shore roles. AGS provides reporting and market analytics, and manages both internal and external candidate activity for more than 1,000 positions annually in the United States and Canada for the client.

### CHALLENGE

In addition to ongoing recruitment services, the client requires scalable support for seasonal hiring and sudden, unexpected hiring requirements.

### OUTCOME

Leveraging our Recruitment Delivery Center (RDC) model to support our client provides a cost-effective, flexible solution, allowing us to fill 80 percent of our client's annual positions out of that location, all while ensuring superior hiring manager and candidate satisfaction scores of 4.25 out of 5.

As an RPO provider, AGS reduced the average time-to-fill from 65 to 38.5 days within one year. Further, we decreased agency use from 50 percent to zero.

### INNOVATION

An innovative and flexible approach to talent acquisition was necessary to provide high-quality candidates and improved reporting and metrics, as well as a reduction in agency usage and decreased time-to-fill.

As part of our flexible solution, we deployed recruitment resources both onsite at our client's locations and out of our RDC in Troy, Michigan.

AGS' RDCs are regional recruiting hubs that are designed to manage our clients' fluctuating hiring needs. Our scalable model provides a flexible solution to provide additional resources, as needed, to support the hiring demands of our clients' business initiatives.

As a recruitment delivery engine, the RDC promotes the sharing of best practices across AGS accounts to better serve our client. Eleven dedicated resources based in our RDC provide support for all of our client's functional groups, including: marketing, IT, sales, business development, finance, operations, and human resources.

Ensuring our off-site recruiters in the RDC understand our client's culture is important to correctly represent the client brand in the marketplace and attract the best candidates. To facilitate this cultural alignment, the RDC recruiters visit client sites and regularly participate in virtual trainings from our client to learn about their products.

Recruiters also partner with our client's local sales representatives in a geographical territory and spend the entire day with them, joining in on sales calls to gain a better understanding of current business initiatives and hiring needs. AGS' team is regularly invited to HR planning sessions, HR and business town hall meetings, and off-site client-related meetings to ensure the appropriate amount of training for a successful off-site model.

The scalability of our solution was tested when our client needed to hire a large quantity of software engineers. The RDC enabled us to quickly deploy two additional recruiters to support the delivery team for a period of three months to help fill 60 engineering positions in 60 days.

Our client also requires support for seasonal hiring. During the peak season, AGS often needs to fill more than 60 sales openings in roughly 45-60 days. The RDC enables us to prepare for this surge by having resources quickly roll on or off the team based on hiring demands. We consistently and successfully meet our client's seasonal needs by supplementing the team with an additional resource from the RDC.



**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.