



# DRIVING SERVICE EXCELLENCE FOR OUR GLOBAL IT CLIENT - FOCUS ON EMEA

## HIGHLIGHTS

- Reduced agency usage to just 1% within EMEA
- Reduced time-to-fill to 32 days in EMEA, against an industry average of 55 days
- Achieved a 99% candidate satisfaction score globally

## CLIENT OVERVIEW

Our client is one of the world's largest software companies, with more than 12,000 employees globally. We first launched the AGS RPO service with our client in North America and India, quickly followed by EMEA, APAC and LATAM.

## BACKGROUND

Our client was looking for a single, global RPO provider to deliver an onsite, end-to-end permanent recruitment solution. They wanted to select a true partner who could deliver to their key technology markets across the world.

Their goals were to improve EVP and employer brand perception, quality of hire, the candidate experience and the hiring manager experience, whilst reducing time-to-hire and the costly use of third party agencies.

## SOLUTION

The AGS solution was made up of an onsite talent acquisition team of more than 90 resources located onsite at 13 different client sites supporting over 30 countries across the five regions of the world.

Upon award, AGS promptly re-engineered and streamlined our client's recruitment process. We provided them with a dedicated, customer branded, onsite talent acquisition team to fully manage the end-to-end hiring process. Recruitment related materials were refreshed, a comprehensive sourcing strategy was developed, internal communication was improved, and social media tools were used to enhance the recruiting process. Management reporting and training development plans were created to ensure we not only met, but exceeded our client's expectations.

Following our successful launch in the US and India, we launched our programme in EMEA, APAC and LATAM. Over the course of our relationship with our client, our solution matured and evolved to include the following suite of services:

- Executive search
- Internal mobility
- Diversity recruiting and consulting
- Campus recruiting
- Talent community development and management
- Careers site design and launch
- EVP consulting and launch
- Employer branding
- CRM consulting and implementation
- Dedicated talent assessor team
- Candidate and applicant experience surveys
- Hiring manager experience surveys
- Talent Acquisition Playbooks
- Pay Equity scheme
- Employee referral tool
- Intranet design and launch

Pleased with our quality of service and the impact AGS has delivered, our client also engaged AGS as their MSP to support their contingent workforce programme in America.

AGS continued to innovate in support of our client’s programme to deliver continuous service improvements and cost savings. Areas for programme evolution included market intelligence roadshows, use of additional tools, technology and artificial intelligence, and outplacement support to name a few. We advanced the account with the combination of new technologies and revisions to existing processes.

AGS worked with our client for over nine years and we consider it a true partnership. We provide a summary of some of our key programme results over the period, with an additional focus on our EMEA business:

**GLOBAL RESULTS**

- **Time-to-fill** – Reduced time-to-fill from 53 days to 32 days globally
- **Reduced agency usage** from 19% to just 2% globally
- **Exceeded all SLAs** over the last year for hiring manager experience survey results
- **99% average candidate experience score** over the last two years
- **New CRM implementation** (Jobvite)
- **Delivered** a project workstream to improve **brand effectiveness, candidate experience, operational effectiveness** and **hiring manager experience**
- **Talent Community growth** from zero to 305,000 members over the course of nine years, drastically reducing agency usage
- **Delivered a global employer branding project** hugely increasing the talent community and driving visits to our client SEO landing page
- **Facebook channel growth** – 395% in just two years
- **Twitter channel growth** – 100% in just two years
- **Instagram channel growth** – 346% in just two years

**FOCUS ON EMEA**

- **Delivered 140%** of forecasted hires, whilst maintaining high candidate experience scores
- **Time-to-fill** – 32 days average time-to-fill over the last two years across EMEA, against an industry average of 55 days
- **Reduced agency usage** to just 1% in EMEA in the last financial year
- **Exceeded all SLAs** over the last year for hiring manager experience survey results
- **97% average candidate experience score** over the last two years
- **Successfully piloted a global employer branding project in EMEA**, delivering several workshops and an audit to develop an EVP and careers site; a process that was successfully replicated globally

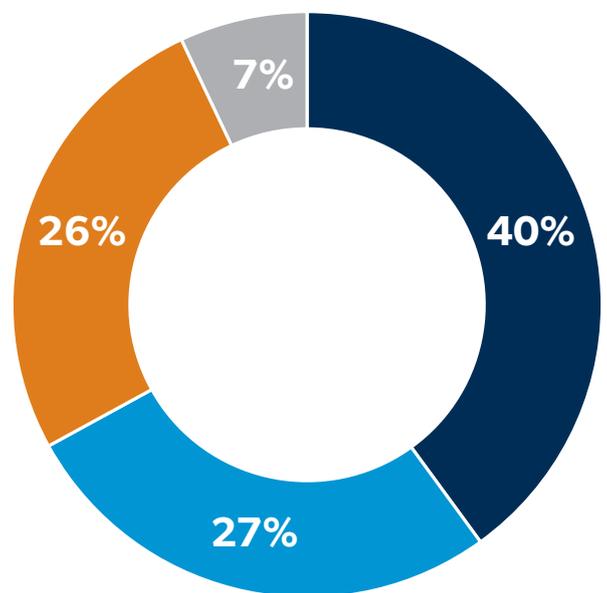
- **Facebook channel growth** – 730% in just two years
- **Twitter channel growth** – 301% in just two years
- **Established a team of six researchers**, based in four countries, speaking a total of eight languages including French, Spanish, German, Dutch and Czech
- **Winners of the CandE EMEA Award** for candidate experience for two years running, including a distinction for implementing standout, innovative recruitment practices

**PROGRAMME SNAPSHOT**



**2,000 ANNUAL STARTS**

**LABOUR CATEGORIES SUPPORTED GLOBALLY**



- Technology
- Corporate
- Sales
- Services

**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-focussed solutions that make a difference for businesses worldwide.

